

## JOB OBJECTIVE: Laboratory Coordinator Upcountry | C-CARE IMC

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### Job Details

Job Grade Level	Senior management	Employee Category	Senior management
Department	Laboratory	Sub-Department	Laboratory
Clinical/non-clinical	Non-Clinical	Patient Facing (Y/N)	No
Direct Reports (Y/N)	Yes	Direct Report Job Grade	Professional

### Reporting Relationships

Reporting to (Functional)	C-Care Uganda Laboratory Technical Manager.
Reporting to (Administrative)	C-Care Uganda Laboratory Technical Manager.

### Job Summary (Main Purpose)

Manages laboratory operations across **C-Care IMC Upcountry**, ensuring high-quality diagnostic services, regulatory compliance, and operational efficiency. Oversees laboratory staff, test accuracy, and equipment maintenance.

### Main Duties/Responsibilities

#### 1. Laboratory Operations & Quality Assurance

- Oversee daily operations of diagnostic and IMC laboratories in the upcountry.
- Ensure compliance with ISO 15189:2022 and international/national lab accreditation standards.
- Monitor laboratory workflows to optimize turnaround time and service efficiency.
- Implement quality assurance and control programs for reliable test results.

#### 2. Regulatory Compliance & Risk Management

- Ensure strict adherence to biosafety and biosecurity regulations.
- Oversee the laboratory internal audits and prepare for external lab inspections.
- Oversee the Development of standard operating procedures (SOPs) for laboratory compliance.
- Work with medical teams to ensure accurate and timely diagnostic services.

#### 3. Equipment Management.

- Monitor reagent usage and laboratory supply chain efficiency.
- Implement data-driven lab management systems for improved efficiency.

#### 4. Financial & Business Performance

- Strengthen budgeting strategies to optimize Uganda's lab resource utilization.
- Identify cost-saving opportunities without compromising quality.
- Oversee laboratory billing and revenue cycle management.
- Expand specialized diagnostic services to increase revenue streams.

#### 5. Uganda Laboratory Staff Development

- Oversight of team of medical technologists and lab technicians.
- Ensure continuous training programs for laboratory staff.
- Foster a culture of safety, accuracy, and Laboratory excellence.

## Key Relationships

### Internal Contacts and purpose of interactions

- Clinical Teams – Ensures smooth laboratory operations.
- Finance & Procurement Teams – Manages budgeting and reagent procurement.
- Quality Assurance & Compliance Teams – Ensures adherence to lab safety standards.
- IT & Digital Transformation Teams – Implements LIS (Laboratory Information Systems).

### External Contacts and purpose of interactions

- Regulatory & Accreditation Bodies (e.g. ISO, CAP, MOH) – Ensures lab compliance.
- Diagnostic Equipment Suppliers & Research Institutions – Implements new technologies.
- Insurance Companies & Corporate Clients – Develops partnerships for lab testing services.

## Planning & Organising Duties

Planning Cycle	Activity To Be Planned
Monthly	<ul style="list-style-type: none"> <li>• Track test turnaround times, financial performance, and lab utilization.</li> <li>• Assess reagent and consumable stock levels for efficient supply chain management.</li> </ul>
Quarterly	<ul style="list-style-type: none"> <li>• Review quality control, compliance, and efficiency metrics.</li> <li>• Conduct internal audits and prepare for accreditation reviews.</li> </ul>
Annual	<ul style="list-style-type: none"> <li>• Develop long-term laboratory expansion and technology adoption strategies.</li> <li>• Plan for new laboratory testing capabilities and equipment upgrades.</li> </ul>
Long-Term Planning	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

## Key Skills and Competencies

<b>Qualifications</b> <i>Formal education required for competence in the job</i>	<ul style="list-style-type: none"> <li>• Bachelor's degree in Medical Laboratory Science.</li> <li>• Management Training.</li> <li>• Knowledge in ISO 15189:2022, Laboratory Quality Management, or CAP Accreditation is preferred.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• 5+ years in clinical laboratory operations and diagnostic service leadership.</li> <li>• Experience managing multi-site laboratory operations and accreditation processes.</li> </ul>
<b>Knowledge &amp; Technical Competencies</b> <i>Registrations, Affiliations, Professional Certifications</i>	<ul style="list-style-type: none"> <li>• Strong expertise in clinical laboratory management, quality assurance, and accreditation processes.</li> <li>• Knowledge of laboratory diagnostics, automation in pathology, and lab workflow optimization.</li> </ul>
<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>• Strong leadership and operational decision-making skills.</li> <li>• Attention to detail and adherence to quality and regulatory standards.</li> <li>• Ability to drive continuous improvement in laboratory services.</li> <li>• Strong analytical and problem-solving mindset.</li> </ul>

*Please note that your Job / Service Objectives is not an exhaustive list of tasks and duties, but serves as a guideline for daily duties, which may evolve from time to time according to the business requirements.*

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#### Document Details

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**Original Date**

**Process Owner**

**Revision Date**

Chief People & Cont. Imp. Officer