
Quality Management Systems for non-laboratory settings – Toolkit

Testing provider job profile template

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Report to: Quality officer/site supervisor

Main purpose: Planned, organized, and carried out testing activities based on national protocols while respecting quality, safety, and hygiene standards.

Position Summary: The tester is responsible for conducting testing activities with a high degree of accuracy and reliability. This role involves following established standard operating procedures for each test (SOPs) and nationally validated algorithms. The tester will contribute to ensuring the quality of testing results, supporting patient care and referral, and upholding the testing site's reputation for excellence.

Key Responsibilities:

- Participate in any testing activities outlined by the site supervisor and Conduct tests on biological samples according to established protocols.
- Follow SOPs and Job aids meticulously to uphold consistency and quality in testing processes.
- Comply with at all times hygiene protocols for individual and collective safety, as well as informing other staff of existing biological risks.
- Participate in quality control (QC) activities to monitor the accuracy of tests and identify any discrepancies, addressing issues as they arise.
- Inform the client of their results following approved procedures.
- Document and keep records of all test results and quality control data accurately, ensuring that records are maintained as per national standards.
- Ensure that the supply of materials is adequate to prevent stock-outs, this includes respecting storage conditions, filling store cards, and carrying regular inventory.
- Participate in ongoing training and competency assessments to remain up to date with testing procedures and strategies.
- Participate in internal and external audits to assess compliance with quality management standards.
- Participate in implementing corrective action to address gaps/deficiencies that are identified during audits.
- Communicate effectively with healthcare providers regarding test results, ensuring clarity and understanding.

Qualifications:

- Literacy required.
- local language essential.
- Authorized/Certified by national authorities to perform tests (RDT and serology).
- No Experience is required but experience in a clinical or diagnostic setting would be an asset.
- Basic analytical and problem-solving skills.
- Ability to document and keep records.

Skills:

- Proficiency in testing techniques.
- Strong documentation and record-keeping abilities.
- Good communication skills.
- Ability to work collaboratively in a team-oriented environment.
- Ability to work under pressure.

Work Environment: The testing provider could work either in a laboratory or a non-laboratory setting. The role may require standing for extended periods and handling biological specimens.