

Position Title: POINT OF CARE (POC) LAB INSTALL VOLUNTEER

Department: Programs

Reports to: Manager, Laboratory Programs

Location: Various Locations (US/Domestic)

Heart to Heart International (HHI) strengthens communities through improving health access, providing humanitarian development and administering crisis relief worldwide. We engage volunteers, collaborate with partners, and deploy resources to achieve this mission.

Point of Care (POC) Lab Install Volunteers serve as mentors, working remotely and on location with relevant clinic staff under the direction of HHI staff and clinic medical directors. The value of Point of Care Lab Install Volunteers lies in their expertise and ability to provide critical guidance and support to clinic staff. With their knowledge of medical laboratory processes and technologies, they can help to improve the accuracy and efficiency of patient care. Their ability to work both remotely and on location also makes them a valuable resource for clinics in a variety of settings. Overall, Point of Care Lab Install Volunteers are an essential part of HHI's mission to improve global healthcare access and quality.

Key Responsibilities:

- On-site set up, calibration, and verification of POC laboratory instrumentation, inventory management set up, and staff training of POC lab testing procedures and the POC lab program process and requirements during implementation of the POC laboratory. This can include didactic and hands-on training and meetings with clinic staff and leadership (*time commitment three days plus travel time*).
- Mid-year on-site visit and mock regulatory audit of the POC laboratory, including pre-analytical, analytical, and post-analytical activities, work processes, quality assurance and environmental safety (*time commitment one day plus travel time*).
- As-needed technical support via phone or email including but not limited to assistance with procedures, inventory management, instrument guidance, quality assurance guidance, and data collection throughout the clinic's grant year (*time commitment as needed, 1 hour per month*).
- Written narrative following both implementation and mid-year visits, including any corrective measure plan that may need to be put in place (*time commitment 2-4 hours*).

Responsibility Details:

- Attend training at HHI headquarters in Lenexa, KS.
- Provide training for POC laboratory procedures and specimen collection, as needed, in collaboration with HHI staff and local clinic leadership.
- Provide training for POC lab programmatic processes and requirements in collaboration with HHI staff and local clinic leadership.
- Ensure adherence to appropriate quality assurance activities including maintenance, quality control, reporting, competency and assessment and record keeping.
- Reinforce environmental and biosafety practices within the laboratory.

- Aid clinic staff regarding troubleshooting instruments and/or testing issues as needed.
- Assist with development and implementation of inventory management practices to ensure a continuous supply of laboratory reagents and consumables.
- Ensure that procedures and documents are readily available and up to date.
- Participate as needed in check in or follow up calls with HHI staff and clinic staff, other group calls, networking opportunities, and educational forums.
- Conduct mid-year on-site visit and audit, including documentation and narrative of visit findings.
- Ensure timely communication and keeping HHI staff informed of project status, any issues encountered or potential challenges and/or opportunities with the clinic.
- Ensure proper logging of volunteer hours in HHI's Volgistics system.

Qualifications

- Bachelor or master degree in related laboratory field with minimum of 2 years working in a clinical lab setting.
- Working knowledge of the 12 Quality System Essentials, Good Laboratory Practice (GLP), and CLIA regulations.
- Excellent oral and written communication skills.
- Observant and detail oriented.
- Excellent interpersonal skills.
- Ability to influence and motivate others.
- Excellent technical (phlebotomy, point of care testing) and organizational skills.
- Enjoys teaching and is patient in teaching new methods (testing and record keeping) to non-laboratorians.
- Commitment to training and working with diverse staff and volunteers with sensitivity to different backgrounds and levels of understanding, and cultural sensitivity in diverse settings.
- Philanthropic desire to utilize skills and background for diverse, under-served populations in under-resourced communities.
- Availability to travel and attend training at HHI headquarters in Q3 of current year.
- Commitment to travel and assist HHI staff with one POC lab implementation, travel and lead implementation of one POC lab with assistance of HHI staff, and then travel and conduct independent implementation of POC lab while providing mentoring for a new POC Lab Install Volunteer throughout course of one-two years from initial training at HHI headquarters.
- Up to date on Hepatitis B, Tdap, and Covid vaccinations.

Preferred Skills:

- Familiarity or experience with POC laboratory testing, instruments and procedures.
- Technical knowledge of Microsoft office products.
- Elementary laboratory inspection experience.

- Trainer of trainers (TOT) experience.

Schedule:

- HHI staff will coordinate timelines individually with each volunteer.
- General expectations are:
 - 2.5 days (plus travel time) hands-on volunteer orientation/training at HHI headquarters in Lenexa, KS.
 - 4 days (plus travel time) on-site at assigned clinic for POC lab implementation and mid-year audit visit for each assigned clinic.
 - 2-4 hours per assigned clinic for follow up documentation and narrative writing.
 - As needed hourly ongoing remote support, consultation, and meetings.

Frequently Asked Questions:

<https://www.hearttoheart.org/wp-content/uploads/2024/04/POC-Lab-Install-Volunteer-FAQs.pdf>