Position Title: POINT OF CARE (POC) LAB ADMIN VOLUNTEER
Department: Programs
Reports to: Manager, Laboratory Programs
Location: Virtual

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

Utilizing their past clinical laboratory experience, Point of Care (POC) Lab Admin Volunteers partner with our HHI lab team to assist with administrative tasks, write policies and procedures, and offer guidance and feedback with free and charitable clinic laboratories that have partnered with HHI. The value of Point of Care Lab Admin Volunteers lies in their expertise and knowledge of medical laboratory processes and technologies. Their work can help improve the accuracy and efficiency of clinic laboratories and impact patient care.

Key Responsibilities:
- Writing various laboratory SOPs, policies, plans, guidelines, checklists, forms, quizzes, or other documents to support HHI's laboratory program *(time commitment as needed to complete project scope)*.
- Aid with inventory management, instrument guidance, quality assurance guidance, CLIA regulatory guidance, or other laboratory-related tasks to support HHI's laboratory program *(time commitment as needed to complete project scope)*.

Responsibility Details:
- Attend virtual training session(s) and project overview session(s).
- Write SOPs, policies, and other documents for completion of project assignment, utilizing HHI brand guidelines and templates.
- Create checklists, forms, quizzes, and other documents for completion of project assignment, utilizing HHI brand guidelines and templates.
- Research various CLIA regulations and/or manufacturer guidelines for analyzers, reagents, or quality controls for completion of project assignment.
- Provide troubleshooting guidance.
- Assist with development and implementation of inventory management practices.
- Participate in check in or follow up calls, other group calls, networking opportunities, and educational forums.
- Keep HHI staff informed of project status, any issues encountered or potential challenges and/or opportunities with the project assignment.
- Log personal volunteer hours in HHI's Volgistics system.

Qualifications:
- Bachelor's or master's 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 written communication skills.
- Observant and detail oriented.
- Excellent interpersonal skills.
- Excellent laboratory technical knowledge and organizational skills.
- Sensitivity to diverse backgrounds, learning styles, and cultures.
- Philanthropic desire to utilize skills in service to diverse, under-served populations in under-resourced communities.
- Availability to attend virtual training and meetings throughout course of assigned project.
- Knowledge of Microsoft office products such as Excel, Word, and PowerPoint.
- Ability to research miscellaneous information in completing assigned project.

Preferred Skills:
- Familiarity or experience with POC laboratory testing, instruments and procedures.
- Technical knowledge of Microsoft office products.
- Elementary laboratory inspection experience.
- Excellent writing skills and attention to formatting and brand guidelines.
- Ability to work and research independently.
- Good critical thinking skills.
- Ability to apply constructive feedback.

Schedule:
- Projects are variable and short-term in nature.
- HHI staff will coordinate timelines for specific projects individually with each volunteer.
- Virtual training and meetings will be conducted during normal operating hours. These can vary depending on the location of the clinic we may be partnering with or the location of the volunteer.

Frequently Asked Questions:
Please click here to read the position FAQs.

How to Apply:
Please click here to apply.