

## **TECHNICAL MANAGER FOR A WEST AFRICAN MEDICAL LABORATORY**

Doctors Pathology Services  
1253 College Park Dr  
Dover, DE 19904  
[info@dpspa.com](mailto:info@dpspa.com)  
302-677-0000

### **Summary**

An international medical investment firm is seeking a Technical Manager for its laboratory. As part of the country's largest privately owned outpatient service, the operation is comprised of a full service pathology lab and radiology centre, with anatomic pathology services to be offered in the near future. In 2008, the two units recorded over 75,000 patient visits. Additionally, turnover in revenue and patient visits has been growing at a compounded rate of over 15% per year for the last ten years.

### **Location**

The West African laboratory is located in a peaceful, stable and democratic country. The official language is English. It has public health services, a University Medical School, and numerous private medical centres. Most practising physicians have qualifications and experience from developed country institutions.

### **Operations**

#### **(i) Laboratory**

Founded in 1995, the lab serves a wide number of patients who are referred by physicians, including employees of international agencies and companies. In 2008, it recorded over 60,000 patient encounters. The turnover in revenue and patient visits has grown steadily at 12% per year.

Services include Biochemistry, Haematology, Immunology, and Microbiology (for which work is performed in-house), and Cytology/Histology and Molecular Biology (for which specimens are currently sent to referral labs outside the country and will be brought in-house in the near future). The lab employs 20 scientific staff members in laboratory operations and 30 staff members in the areas of reception, administration, finance, and support activities.

The lab has been ISO 15189:2003 accredited since 2007 via the South African regulator. The lab is also audited periodically by the medical staff of the US Embassy and other leading agencies including the Centers for Disease Control and Prevention in the USA.

The laboratory is located at a purpose-built facility which provides further room for expansion. There are satellite labs in other parts of the country.

The Board has defined strict objectives to maintain the operation's premier status in the country and to continue expanding its activities. Further expansion is planned to be achieved by:

- Increasing the range of tests performed (particularly in the areas of Histology, Cytology, and PCR)
- Extending marketing and outreach to physicians to encourage increased utilization of offered services
- Establishing STAT labs in private medical centres (including a world-class cancer treatment centre that is currently under construction)
- Deploying more collection points in the city.

## (ii) **Radiology**

The Radiology Operation was founded in 2001. In 2008 it recorded over 15,000 patient visits. The turnover both in revenue and patient visits has been growing at over 18% per year.

The Radiology Operation serves a similar patient base as the lab and provides CT scanning, X-ray, mammography and ultrasound screening. It is supported on a contractual basis by a consultant radiologist, a cardiologist to perform echocardiograms, a sonographer, 3 radiography staff members, and 2 reception staff members.

The Radiology Operation is located on the ground floor of the main facility. The proximity to the lab provides one-stop shopping for patients who require both laboratory and radiology services.

## (iii) **Corporate Services**

The entire outpatient service is supported by a finance & administration team led by an internationally experienced Finance Director. This team is responsible for accounting, financial control, revenue collection and supplier payments, procurement, coordination of IT, and general administration of the facilities outside of the technical areas.

## **Responsibilities of the Technical Manager**

The core responsibilities of the Technical Manager include running many aspects of the laboratory operations. The manager is tasked with maintaining professional standards of excellence, upholding a high level of customer service, and sustaining an impeccable reputation for the business. The Technical Manager must also make contributions that assist in meeting overall targets for business growth and financial performance.

The manager has direct responsibility for managing all scientific staff the lab employs. Specific responsibilities include:

1. Oversee the clinical laboratory and phlebotomy stations and help oversee anatomic pathology
2. Manage day to day operations, productivity, and efficiency
3. Lead quality assurance to maintain the highest possible standards and ensure that accreditation is maintained
4. Utilize modern workflow engineering to improve the level of efficiency, strengthen staff morale, and increase the lab's capability for growth
5. Hire and develop scientific staff
6. Prepare operational & capital budgets for all technical areas, and report against them
7. Manage vendors with respect to technical issues, including approving purchases of parts and equipment and coordinating service visits
8. Proactively introduce high levels of scientific improvements in testing and technology
9. Maintain the educational standards of the staff and drive the academic setting of the enterprise
10. Involvement in the strategic planning and implementation of a reference laboratory

The Technical Manager will work closely with the head of Support Services to ensure that transporters and sales people are properly educated on technical issues and that the technical operation satisfies patient/physician requirements and is sensitive to competing forces.

The manager will also work closely with the Finance Director to ensure that all IT systems fulfill technical requirements (including introducing upgrades when needed), and that procurement satisfies the needs of the laboratory. Additionally, the Technical Manager will be fully involved in the implementation of a new IT system to replace the current one.

The manager will be expected to contribute strongly to strategic planning for further growth in the operations of the enterprise.

On a day-to-day basis, the Technical Manager reports directly to the Managing Director, a US/UK qualified physician.

The Boards of the companies meet three times per year to set annual budgets, review the performance of the businesses and approve major investments in new equipment or services.

### **Required Experience and Qualifications**

The Technical Manager must have experience in managing an accredited, automated, progressive, and modern laboratory in a developed country. He/she must have experience in accreditation, modern workflow engineering, personnel management, and vendor control/contract management. The manager should also be proficient in

modern computer systems and be able to utilize these systems to obtain management, productivity, and QA information.

Education should include at least a Bachelor's degree.

Experience in business development and general management is welcome.

### **Employer**

The Technical Manager will be employed by the main corporate entity - the sole shareholder in the lab and an international medical investment company whose objectives are to develop medical projects in Africa that are run along private sector lines.

### **Contract, Salary and Benefits**

The Technical Manager will be employed under a three year contract, renewable by mutual agreement. The manager will be located at the main laboratory facility. The remuneration and benefits include the following:

- (i) An internationally competitive salary. The majority of the salary will be paid in US dollars and deposited into an international bank account and is not subject to deduction of income tax at the country of work. Part of the salary will be paid by way of a living allowance to cover day-to-day living costs in local currency.
- (ii) Furnished accommodation close to the lab
- (iii) Life insurance
- (iv) Medical evacuation insurance for the Technical Manager (and spouse if applicable)
- (v) Return airfare each year for the Technical Manager (and spouse if applicable) to their home country
- (vi) An annual bonus based on performance