



The Cayman Islands Health Services Authority, is the principal healthcare service provider in the Cayman Islands, offering the most comprehensive range of inpatient, outpatient and public health services through a 124-bed hospital and four District Health Centres on Grand Cayman, an 18-bed hospital in Cayman Brac and a satellite outpatient clinic in Little Cayman.

## **FORENSIC QUALITY COORDINATOR**

**Salary range: CI\$80,889 to CI\$97,259 per annum**

**The Forensic Quality Coordinator manages the laboratory and morgue quality assurance program (QAPISO) ensuring operational compliance within those activities to which it applies, and according to international standards with which it is accredited. Postholder also performs casework activities, including validation studies in the area of forensic drug analysis and identification where necessary.**

**Primary Responsibilities include:** The successful applicant manages the forensic science laboratory's ISO17025-based quality assurance program for DNA analysis, forensic chemistry, and criminalistics (QAPISO) – generating documents and maintaining QAPISO in accordance with international standards. Postholder also manages JCI accreditation of the morgue services; harmonize QAPISO with the hospital's JCI policies and practices. This includes leading internal and external audits with accrediting bodies, providing necessary training to laboratory staff QAPISO policies and procedures, monitoring and interpreting quality assurance activities necessary for the successful functioning of the laboratory services. Works towards obtaining ISO accreditation status for those services not already under the ISO accreditation scope. Postholder also undertakes personal casework in forensic drug chemistry discipline, including contemporaneous note writing, reporting, exhibit examinations and sample analyses according to international standards. Attends crime scenes within areas of expertise as required by law enforcement agencies and court as an impartial expert witness to give verbal evidence on scientific findings.

**Qualification & Experience:** The successful applicant must have Bachelor's degree in Biochemistry, Chemistry or Forensic Science-related area plus a Master's degree, or higher, in a specialist forensic science discipline (or equivalent). An experienced Forensic Scientist and Quality Assurance professional (Quality Manager as defined by ISO standards for forensic laboratories) with at least 5-7 years' experience working in an ISO-17025 accredited laboratory, performing simple and complex forensic analyses. Must be an experienced assessor performing ISO 17025 internal/external audits, writing standard operational procedures (SOPs), technical manuals, interpretation guidelines for ISO-17025 quality systems and have quality assurance training with FBI QAS in a forensic laboratory setting. Experienced and knowledgeable using instrumentation for forensic analyses, proficient in the use of specialised analytical equipment including, but not limited to: GC/MS, HPLC, IR spectrometry and Microscopy and where applicable, use of associated computer software. Must be an experienced expert witness who have attended court, providing impartial verbal evidence and explaining scientific interpretations.

**A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidates of these posts.**

**IMPORTANT: All resumes must be accompanied by a HSA Application Form or they will not be considered for processing without this.**

Applications can be located with each Job Description on [www.hsa.ky](http://www.hsa.ky)

**Application deadline: May 9, 2021**

## Job Description

<b>Job title</b>	<i>Forensic Quality Coordinator</i>	<b>Job Holder</b>	<i>Vacant</i>
<b>Reports to</b>	<i>Forensic Manager</i>	<b>Section</b>	<i>Forensic Science Laboratory</i>

### Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

Services are delivered primarily through the 124-beds at the Cayman Islands Hospital (the country’s principal health care facility), and the 18-beds at the Faith Hospital on Cayman Brac. Ancillary services are offered at district health centres, and clinics for dental and ophthalmologic care. Residents of Little Cayman can access care through the island’s clinic which is a purpose-built facility.

The Cayman Islands Forensic Science Laboratory is an internationally accredited multi-disciplinary department within the Health Services Authority which provides forensic services to clients and customers in the areas of forensic toxicology, forensic drug analysis and identification, forensic criminalistics, morgue services (including medico-legal death investigation), forensic biological examination and forensic DNA testing. These services also include crime scene attendance, expert opinion and advice. The laboratory delivers a client focused, high quality forensic science service to all its clients and customers.

In addition, the laboratory offers urine drug testing services to Government agencies and private sector companies for Drug Free Workplace Programs or pre-employment drug testing.

Paternity testing is offered to members of the general public.

### Job purpose

- The primary role of the post-holder is to act as the forensic department’s quality coordinator and to manage the laboratory and morgue quality assurance program (QAPISO) and to ensure operational compliance within those activities to which it applies, and with the international standards with which it is accredited.
- A secondary role of the post holder is to perform casework activities, including validation studies, in the area of forensic drug analysis and identification where necessary.

### Dimensions

The post-holder generally works under their own initiative but based on direction and communication with the Forensic Manager and in liaison with the scientific discipline Technical Leaders. They are accountable for the continued operation of services within the laboratory and morgue to ISO 17025 and JCI standards.

Fills the laboratory ISO nominal role of Laboratory Quality Assurance Manager.

Be recognized as an expert in their field of expertise and give impartial expert advice and evidence, both written and verbal to the judicial system in the Cayman Islands.

Demonstrate good communication skills within the forensic team and with other hospital departments and internal / external clients and customers.

### Duties and responsibilities

#### Duties: Forensic Quality Coordinator

1. Quality Manager of the Cayman Islands Forensic Science Laboratory’s ISO17025-Based Quality Assurance Program for DNA Analysis, Forensic Chemistry, and Criminalistics (QAPISO) - Generate, document and maintain QAPISO in accordance to the international standards to which the Forensic Services are accredited; manage the JCI accreditation of the morgue services; harmonize QAPISO with HSA/JCI policies and practices. Related competencies include:
  - a. Extensive knowledge and experience with ISO17025 accreditation, and the ability to use that knowledge and experience to monitor and improve QAPISO, and maintain accreditation of the department’s services.

- b. Knowledge of, and ability to harmonize QAPISO policies with HSA administrative procedures pertaining to the procurement of supplies and equipment, health and safety, personnel, etc.
- c. Ability to act as a Lead Assessor in Internal Audits having specific training in the ISO17025 standards, and ideally having experience in previous ISO17025 audits.
- d. Ability to coordinate External Audits with accrediting bodies, or other external assessors.
- e. Ability to troubleshoot and analyze non-technical Quality Issues.
- f. Ability to communicate in English clearly and concisely, both orally and in writing.
- g. Ability to write and review non-technical quality manuals and documents.
- h. Ability to instill in the department's staff through training, meetings, and other means, the principles, policies and procedures of QAPISO, and the importance of their involvement in the Quality Assurance system.
- i. Ability to work with all HSA Staff in order to ensure the integrity of QAPISO is maintained in light of overlapping areas of activity and regulations.
- j. Ability to design, oversee, monitor and interpret Quality Assurance activities necessary for the successful function of the laboratory's services in compliance with QAPISO and the applicable international standards.
- k. Work towards obtaining ISO accreditation status for those services not already under the ISO accreditation scope.
- l. Continuously seek to improve the quality of the services offered to all clients/customers.

#### **Duties: Scientific**

- Undertake personal casework in forensic drug chemistry discipline, including contemporaneous note writing, exhibit examinations and sample analyses whilst assuring that these operations are performed according to stated international standards upon which accreditation is based.
- Produce reports / certificates including interpretation where applicable, to all customers and clients in a timely manner that meets the needs of the customer.
- Attend crime scenes within area of expertise when requested by law enforcement agencies.
- Conduct technical and administrative reviews of casework in the forensic drug analysis and identification discipline.
- Provide impartial and without prejudice, expert evidence in either written or verbal format to the judicial system in the Cayman Islands. Attend court as an impartial expert witness to give verbal evidence on scientific findings.
- Perform proficiency testing from relevant external agencies to show continued compliance with the quality system.
- Perform technical problem solving of analytical methods and quality issues.
- Develop/modify new or existing methodologies applicable to customer requirements.
- Validate new methods or new instrumentation, including revalidation of methods if necessary.
- Conduct continuous professional development, keeping abreast of new techniques, research and developments in forensic science area of expertise.
- Accept and release exhibits/samples from customers/agencies ensuring ensure correct chain of custody rules are followed throughout.
- Ensure secure storage of all exhibits and confidential paperwork within the laboratory.

#### **Duties: General**

- Behave in a professional and appropriate manner at all times.
  - Perform any other relevant duties that are assigned as part of the job.
  - Build and maintain positive working relationships within the forensic team.

### **Qualifications, Experience & Skills Requirement**

#### **Education**

The minimum qualifications for the role are a Bachelor's Degree in biochemistry, chemistry, or forensic science-related area plus a Master's Degree, or higher, in a specialist forensic science discipline (or equivalent).

#### **Experience**

- It is essential that the post holder is an experienced quality assurance professional (Quality Manager as defined by ISO Standards for Forensic laboratories) with at least 5-7 years' experience of working in such a role in an ISO 17025 accredited forensic laboratory.

- Experience of acting as an assessor to perform ISO 17025 Internal Audits, having undergone specific training in the standard is essential.
- Experience in writing standard operating procedures, technical manuals and interpretation guidelines for ISO 17025 quality system in a forensic laboratory setting.
- Quality assurance experience and training with the FBI QAS and including experience carrying out audits of forensic science laboratories, internal or external is preferred.
- It is essential that the post holder is an experienced forensic scientist in the discipline of forensic drug analysis with a minimum of 5 - 7 years performing simple, complex forensic analyses and interpretation in an ISO 17025 accredited forensic laboratory.
- Must have experience of attending court and giving impartial verbal evidence and explaining scientific interpretation as an expert witness.
- Must have experience and knowledge of using instrumentation used in forensic chemistry analyses and be proficient in the use of specialized analytical equipment including, but not limited to: GC/MS, HPLC, IR spectrometry and Microscopy and where applicable, use of associated computer software.
- Experience of successfully completing validation studies for new methodologies from design to implementation.
- Experience of crime scene attendance is desirable.

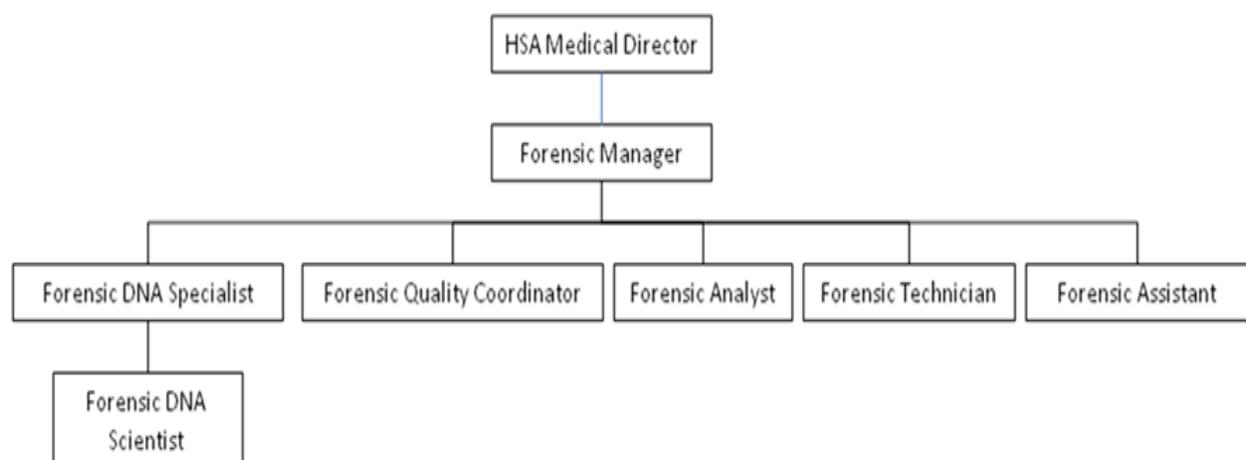
### Specialized Knowledge, Skills, and Abilities

- Ability to read, speak and write English proficiently.
- Extensive knowledge of Microsoft Suite products and has a working knowledge of computers, computer networks, and computer database management.
- Ability to work independently.
- Must be flexible with the ability to work under pressure and time restraints and have the ability to prioritise personal work.
- Handle sensitive and confidential information in a professional manner at all times.
- Have documentation of yearly continuing education. Have documentation of successful annual proficiency testing and qualifying tests for methodologies in which they are qualified.
- Experience of working with chemical and bio-hazardous substances.
- Ability to effectively communicate complex scientific information to non-scientists.
- Advanced troubleshooting skills on the specialized analytical equipment.
- Proficient in the screening of evidence using specialized tools.
- General forensic science knowledge sufficient to recognize, preserve, and provide guidance/recommendations for additional forensic testing.
- Solid written and oral communication skills including public speaking.
- Leadership skills to effectively motivate and communicate goals and objectives for Quality Assurance.
- Ability to effectively resolve conflicts in relation to quality assurance.
- Ability to provide a high standard of customer service to stakeholders and customers/clients.

### Professional Certification

The post holder will be affiliated to a reputable and relevant professional scientific body(s), such as the *Association of Forensic Quality Assurance Managers*, *American Academy of Forensic Sciences* or the *Chartered Society of Forensic Sciences* and will adhere to their Professional Code of Conduct at all times.

### Reporting Relationship



### Direct reports

The post-holder has no supervisory responsibilities.

## **Other Working Relationships**

The post-holder is expected to establish and maintain effective relationships with the Technical Leaders in the various scientific disciplines which are practiced within the forensic laboratory and morgue, including the hospital's pathologist, and the HSA Accreditation Manager.

The post-holder is the point of contact for quality assurance matters related to the laboratory and the primary contact for the laboratory's accrediting body.

## **Decision Making Authority and Controls**

Oversee that forensic and morgue services adhere to the forensic department's quality assurance program (QAPISO) and ensure compliance within those activities to which it applies, and with the international standards with which it is accredited.

The post-holder has the authority to halt work for any or all laboratory Accredited Services if they fail to conform with QAPISO or the international standards to which it is meant to comply. Resumption of work is contingent on establishing that the quality of the work performed by the laboratory is not in question.

The post-holder has the authority to approach Senior Management when HSA policy interferes with the compliance of any Accredited Service with QAPISO, or the compliance of QAPISO with the international standards to which it is meant to comply. If the policy conflict cannot be resolved in such a way as to restore compliance, the post-holder is required to communicate with the accrediting body to determine whether accreditation status is at risk.

## **Working conditions**

Normal working hours for the laboratory are 8:30AM to 5:00PM. However, analytical procedures often require working outside these hours or for longer periods of time than the 7.5 hour workday. The post-holder is expected to be available to process casework where a rush analysis is requested.

If the post-holder has crime scene experience they are expected to attend crime scene at client request which may be outside normal work hours and in difficult environmental conditions where they may be subjected to high outside temperatures and unfamiliar settings.

While attending to duties within the morgue/autopsy suite, there is a potential for unpleasant sights, smells and potentially emotional/distressing conditions.

The post-holder will be exposed to corrosive chemicals and biohazardous material and health and safety precautions of handling such material must be strictly adhered to at all times.

## **Physical requirements**

Potentially, there will be occasions where the post-holder will be working in less than optimal environmental conditions off-site and around human remains, body fluids and strong odors and other grisly conditions.

The job is physically demanding potentially requiring long periods of standing and bending and moving in an awkward manner, lifting odd objects that may be heavy, and performing repetitive tasks with minimal opportunities for breaks.

## **Problem/Key Features**

The post-holder must be able to prioritize their time between acting as the Forensic Quality Coordinator and performing casework analysis when required.

Since the post-holder will have access to sensitive and confidential information they will have to sign a confidentiality form and undergo a comprehensive police security check prior to employment. The incumbent will also be required to provide a DNA buccal swab for retention on a staff database for DNA casework elimination purposes.

This post-holder has a significant scope of work with significant pressures, both internal and external, in difficult environments, and under time constraints.

## **Evaluation Metrics**

- Continued compliance with quality standards and continued international accreditation.
- Successful maintenance of quality assurance program for the laboratory including internal audits/assessments conducted and organization of external assessment activities.

- Number of proficiency tests successfully completed.
- Special project(s), if assigned, completed.

<b>Approved by:</b>	<i>Forensic Manager</i>
<b>Date approved:</b>	<i>28-Oct-19</i>
<b>Reviewed:</b>	
<b>Next Review</b>	<i>28-Oct-21</i>