

## **TERMS OF REFERENCE**

Title: Laboratory Technician  
Contract Type: Individual Contract  
Department: United Nations Economic Commission for Africa  
Division/Section: DoA/UNHCC  
Location: Addis Ababa, Ethiopia  
Period: Jan - June 2019

### **PURPOSE:**

Provides efficient and effective support for UNHCC laboratory activities and contribute to a smooth outcome of results at non-working hours.

Regularly deals with confidential results of staff members and eligible dependents, and requires the application of appropriate adherence to professional code of ethics.

### **ORGANIZATIONAL SETTING**

This position is located at United Nations Economic Commission for Africa, Division of Administration, in the United Nations Health Care Center.

### **RESPONSIBILITIES:**

- Perform technical laboratory functions including chemistry, hematology, urinalysis, stool exam and immunology.
- Report test results following clinic protocols alerting providers and/or nurses about abnormal results.
- Ensure quality control in collecting specimens
- Ensure appropriate sampling and maintain accurate record keeping.
- Maintain laboratory equipment and supplies
- Set up, maintain, calibrate, clean, and test sterility of medical laboratory equipment
- Comply with all laboratory policies and OSHA regulations related to safety, cleanliness and infection control
- Serve as a back-up to the Lab Manager as needed.
- Perform all other duties as assigned

### **Work Environment:**

- Environmentally controlled laboratory environment
- Fast paced environment with occasional high pressure or emergent situations • Frequent exposure to bodily fluids
- Possible exposure to infectious specimens, communicable diseases,

- May wear Personal Protective Equipment (PPE) such as gloves or a mask
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public

## PHYSICAL DEMANDS:

- Frequent standing, walking, grasping, carrying and speaking
- Occasional sitting, reaching, bending and stooping
- Lifting, carrying, pushing and pulling up to 50 pounds, with assistance if needed
- Frequent use of computer, keyboard, copy and fax machine and phone Work involves standard office setting, with ability to operate laboratory equipment.

## COMPETENICES

### Functional Competencies:

- ☐ **Professionalism:** Knowledge of clinical, occupational and tropical laboratory techniques. Knowledge of quality control ISO certification in laboratory services. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for decisions made during the dispensation of his or her duties.
- ☐ **Planning& Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- ☐ **Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets
- ☐ **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed
- ☐ **Teamwork:** Works collaboratively with colleagues to achieve organizational goals; be willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group

decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

### **Corporate Competencies**

- Confidentiality – Maintain patient, team member and employer confidentiality. Comply with all UNHCC regulations.
- Customer Service Oriented – Friendly, cheerful and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Flexibility – Ability to adapt easily to changing conditions and work responsibility
- Communication – Ability to communicate effectively verbally and in writing

**To be assessed through competency based interview**

### **Technical Competencies**

- Knowledge of medical laboratory principles, standards, applications and tests
- Knowledge of medical laboratory safety, cleanliness and infection control policies and regulations.
- Knowledge of medical laboratory equipment uses and maintenance.
- Accuracy – Ability to perform work accurately and thoroughly.
- Computer Skills – Proficient ability to use a computer and electronic medical record.

**To be assessed through written test**

### **QUALIFICATIONS:**

**Education:** College degree in medical laboratory technology.

**Experience:** Six or more years of work experience in a well-organized laboratory.

**Language:** English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English is required. Knowledge of another official United Nations language is an advantage.