

POSITION DESCRIPTION – General Staff

Position Title: Clinical Operations Coordinator Level: 6/7
Faculty/Division: Illawarra Health and Medical Research Institute (IHMRI)

Primary Purpose of the Position:

Reporting to the IHMRI Operations Manager, this position involves coordination of operational activities taking place in the IHMRI Clinical Research and Trials Unit (CRTU). The role encompasses activity around developing unit capabilities and capacity to host a variety of clinical research projects and is pivotal to the ensuring ongoing growth of clinical trial activity. Supervision and coordination of CRTU staff is a primary focus for this position.

Position Environment:

The Illawarra Health and Medical Research Institute (IHMRI) is a collaborative venture of the University of Wollongong (UOW) and the Illawarra Shoalhaven Local Health District (ISLHD). Its goal is to further develop health and medical research undertaken in the Illawarra, with a focus on collaboration across the academic and clinical research contexts. The Institute is in relatively formative stages, with its operations in continual development and growth, particularly in the area of clinical research. In mid 2010 the Institute transferred its operations to its dedicated and specially designed building, on the University campus. Along with international standard PC2 and PC3 laboratories, the building includes a dedicated clinical research and trials space designed for the conduct of a range of investigator led clinical research (lifestyle intervention related in particular) and pharmaceutical company sponsored clinical trials.

This venture provides an exciting opportunity for highly motivated, flexible and multi-skilled individuals to work as part of a committed and outcomes-oriented team that will shape and build the Institute as a strategic priority for the University over the next few years. The position environment will be dynamic with changing demands as the Institute develops and grows; this environment will suit a multi-skilled professional who is adaptable and prepared to take initiative and step out-side job boundaries at times in the interests of achieving demanding deadlines and common goals.

Major Accountabilities/Responsibilities:

Responsibilities	Outcome	Percentage of time
1. Supervision, coordination and management of CRTU human resources activity including but not limited to: <ul style="list-style-type: none"> - Strategic and day-to-day workload management - Training & mentoring in nonclinical activity - Recruitment 	Staff managed according to current UOW Enterprise Agreement; performance agreements reflect IHMRI strategic planning documents and KPI targets.	20
2. Oversee establishment of, implement and promulgate a comprehensive set of policies, systems, and procedures relating to IHMRI clinical research activities, clinical research governance and the CRTU	Documented and up-to-date policies and operating procedures; Governance and risk management of CRTU controlled.	20
3. Ensure appropriate forward planning, resource management and coordination of CRTU projects and activities for the purposes of managing commercial and other research commitments.	CRTU plans and objectives align with IHMRI development plans CRTU activities and resources are tracked and appropriate plans are developed and resource managed.	20

4.	Ensure the efficient administration of the CRTU by: <ul style="list-style-type: none"> - initiating quality control activities, compliance and risk management as required - monitoring contracts, insurance, finances and W&S - administration of CRTU infrastructure to support clinical research 	All Unit deliverables and compliance met as required via efficient processes. Efficient administration of the CRTU is maintained.	10
5.	Ensure continuous quality improvement programs are in place and actioned by establishing and meeting key performance indicators for critical activities in the CRTU.	Ongoing improvement in services, processes and operations.	20
6.	Contribute to strategic planning, budgeting, coordination of marketing/recruitment activity and development activity relating to CRTU operations.	Appropriate plans for strategy and resource allocation; plans implemented in timely manner.	10
7.	Communicate and consult with staff on workplace and staffing matters.	To foster direct relationships with staff and enhance engagement with the organisation.	Ongoing
8.	Observe principles and practices of Equal Employment Opportunity.	Ensure fair treatment in the workplace.	Ongoing
9.	Have WH&S responsibilities, accountabilities and authorities as outlined at: http://staff.uow.edu.au/ohs/commitment/responsibilities/	Ensure a safe working environment for self & others.	Ongoing

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

Reports to	IHMRI Operations Manager
Supervises	Clinical Coordinator, Trials Coordinators

Key Relationships:

Contact/Organisation:

IHMRI Director, IHMRI Chief Operating Officer

IHMRI Finance and Administration staff

IHMRI Technical Support Manager

Purpose & Frequency of contact

Policy, planning, administrative and operational matters

Share information and arrange appropriate services

Equipment and facility operations, technical support

Research Leaders and Groups	Access and use of facilities, reporting, planning activities
Academics, clinicians and investigators	Liaison with users of facilities/identification & provision CRTU services
Illawarra Shoalhaven Local Health District Clinical Trials Coordinators	Maintain contact with professional networks, contribute to local expertise

Key Challenges:

1. Ongoing improvement of the CRTU documentation, policies, procedures and templates to support clinical trials.
2. Ensure the program of CRTU activities meets IHMRI's strategic and operational goals.
3. Maintain a high level of accuracy and detail in a continuously busy and demanding environment;
4. Develop and maintain effective communication with external and internal stakeholders, in the governance, start-up and continuing administration of clinical trials, clinics and other CRTU interests.

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Knowledge and understanding of wide range of administrative coordination principles within large organisations, including developing and documenting processes, quality control and basic finance principles
- Ability to manage conflict, solve problems and negotiate positive outcomes, with a variety of stakeholders
- Excellent communication and interpersonal skills
- Demonstrated ability to work under limited direction, prioritise and exercise judgement where documentation/information is not clearly defined
- Highly competent user of Microsoft software

Desirable:

- Knowledge of issues relating to the Australian clinical trials and clinical research environment.

SELECTION CRITERIA - Education & Experience:

Essential:

- Relevant post-secondary qualifications in relation to Administration and/or combination of education, training and experience deemed to be equivalent
- Considerable administrative experience in a large organisation, including staff supervision
- Experience using legislation, policy, strategy and operational principles to guide decision-making
- Experience in complex negotiation and problem-solving

Personal Attributes:

- Ability to maintain confidentiality and act professionally at all times
- Strong outcomes focus with flexibility to meet the demands of a changing work environment

Special Job Requirements:

- Flexibility to work outside of normal office hours as required
- Working with children check may be required

Organisational Chart:

Available on request.

Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Personnel: _____

Date: _____