

Name:		Date:	
Position Title:	Study Coordinator		
Location:	Wallaceville Science Centre		
Group:	Health Business Group		
Pay Group:	Band C		
Reports to:	SHIVERS Operations Manager		

ABOUT ESR

ESR is a New Zealand Crown Research Institute that specialises in science relating to people and communities.

It's our science that helps safeguard people's health, protect food-based economies, improve the safety of freshwater and groundwater resources and contributes expert forensic science to justice systems.

Our world class knowledge, research and laboratory services help our partners and clients solve complex problems and protect people in New Zealand and around the world.

Our Purpose: To deliver enhanced scientific and research services to the public health, food safety, security and justice systems and the environmental sector and to contribute to the economic, environmental and social well-being of people and communities.

Our Mission: Keeping communities safe, healthy and prosperous through smart and sustainable science.

Our Vision: ESR is a world leader in the science that keeps people safe, healthy and prosperous. Our customers regard us as a critical partner for their work and we are known for our service ethic. They seek us out for our innovative and high quality science solutions and leading edge research. We are a magnet for talented people.

ESR Values:

- **Our team spirit** (*Mahi Tahi*) *Great people working together as one team*
- **Our quality counts** (*Mahi rangatira*) *Standing out through our excellence and world class expertise*
- **We do the right thing** (*Mahi pono*) *Upholding integrity and independence no matter what*
- **We push boundaries** (*Mahi auaha*) *Meeting challenges with fresh thinking and creative approaches*

POSITION PURPOSE

The Study Coordinator position works closely with the Operations Manager, Principal Investigator, and other study team and clinical team members to contribute to the smooth running of the SHIVERS surveillance programme, which is made up of multiple studies known as 'WellKiwis'. This is a participant-facing position and involves engagement with study participants, with the purpose of providing a positive participant experience, and to inspire participants to remain interested and actively contributing to study activities.

This position is based at ESR's Wallaceville Science Centre in Upper Hutt. The position is expected to contribute to the scientific life of ESR by promoting a culture of open, ethical, relevant and publicly responsive scientific inquiry.

A level of initiative and flexibility appropriate to the nature of the position is required, and as such, the contents of this position description are not intended to be an exhaustive list of requirements.

This role is a two year fixed term position.

AREAS OF RESPONSIBILITY

ACCOUNTABILITIES	DELIVERABLES
Participant Engagement, Recruitment and Retention	<ul style="list-style-type: none"> • Obtain certificates from the US National Institutes of Health on Human Subject Protection and Good Clinical Practices. • Communicate with participants in full conformity with the ethics principles set forth by both USA and NZ regulations. • Lead and engage with participants in a respectful and professional manner via phone/email/face-to-face, promptly and responsibly. • Lead and ensure high rates of participant recruitment/retention for the project in accordance with the approved protocols. • Lead and ensure timely movement through participant recruitment tasks until a participant is fully enrolled in the study, including attendance at adhoc events (eg. Baby Expo, community events). • Lead and ensure participant information on study activities (visits, sample collections and responses and test results) is collected, cleaned and managed properly in REDCap, meeting quality standards. • Provide updates to other team members on progress towards achieving study milestones (eg. weekly updates on recruitment numbers). • Work closely with other functional areas (clinical, lab and study teams) to ensure quality delivery of study outputs. • Organise and ensure the timely supply of study collateral and other study materials. • Manage the e-gift card process to ensure the timely issue of gift cards to participants. • Take initiatives to identify and communicate pressure points, operational challenges and improve quality of participant engagement, recruitment and retention by working with other team members and participants • Delegate to other team members during busy periods. • Participate with St Jude and NZ collaborators and subcontractors through meetings, follow-up actions and required deliverables where appropriate.
Stakeholder Engagement	<ul style="list-style-type: none"> • Plan and track communications activities. • Write and format communications material (MailChimp study updates/newsletters, social media updates, participant study documents). • Manage and update WellKiwis website content. • Generate participant mailing lists. • Work with Operations Manager to organise lessons learnt reviews and implement improvements as required.
Data Management and Data Analysis	<ul style="list-style-type: none"> • Ensure high quality data entry and maintenance of records in the study databases. • Contribute to monitoring study data, outputs and reports by adhering to and/or developing a robust data quality system. • Contribute to data management and data analysis by working closely with the data and epidemiology team.
Business Continuity	<ul style="list-style-type: none"> • Back up other team members as required by the project.
Relationship Management	<ul style="list-style-type: none"> • Establish and maintain sound working relationships and productive partnerships with key stakeholders, customers, and research organisations. • Contribute to ESR's research functions as appropriate to external parties and develop appropriate collaborations and positive professional relationship with participants. • Work with appropriate internal team members to ensure the appropriate communications to external parties are in place.

ACCOUNTABILITIES	DELIVERABLES
	<ul style="list-style-type: none"> Communicate with others in a professional, respectful, and collaborative manner. Attend and contribute to internal meetings as required, keeping others informed on key activities.
Health and Safety	<p>As a staff member of ESR you will ensure you:</p> <ul style="list-style-type: none"> Take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or other persons. Be familiar with, comply and follow any reasonable instruction relating to ESR's Health & Safety policies, procedures and any relevant legislation and regulations. Actively participate in ESR Health and Safety processes and activities including, but not limited to, induction, training, risk management & reporting.
Information Management	<ul style="list-style-type: none"> Manage any information created or received in the course of ESR business in accordance with ESR's Information Management and Recordkeeping Policies, procedures and any relevant legislation. Manage participant information in accordance with the Health Privacy Code (1994) and associated legislation protecting health information.

KEY WORKING RELATIONSHIPS

Functional relationships with internal and external clients are essential for the success of the Health Intelligence Team and National Influenza Centre. These relationships are managed by the team coordinators. Team members are expected to engage at a technical level with other ESR teams and with external clients and agencies, and to keep the team coordinator informed of any issues that may affect the relationship. Team members should not make contractual arrangements (verbal or otherwise) with other agencies; such matters should be raised with the team coordinator. Note: All media communication requires specific consent and must comply with ESR general policy.

Internal:

- SHIVERS Principal Investigator
- SHIVERS Operations Manager
- Strategic Relationships Director
- Group Leader, Human & Ecological Health
- WellKiwis Study, Laboratory and Clinical teams
- ESR's internal collaborators (Comms, H&E staff etc)

External:

- SHIVERS external collaborators including St Jude
- Clinical Advisory Group
- SHIVERS sub-contractors
- Cohort participants
- External phlebotomists/nurses
- Participating Lead Maternity Carers and General Practices

DELEGATED AUTHORITY

Nil

ESSENTIAL EXPERIENCE AND TECHNICAL SKILLS

Educational Requirements:	Tertiary education degree desirable but not necessary
Registration Requirements:	N/A
Technical competencies and Experience required:	<ul style="list-style-type: none"> Minimum two years working experiences in a similar setting Attention to detail essential Highly organised and good time management skills Task oriented and meet deadlines High level of relevant computer skills required (Microsoft office, excel) Ability to communicate effectively with a wide range of people

- A willingness to work as a member of a team, supportive of other team members and focused on achieving team objectives
- Ability to communicate positively and effectively, including the quality of presentation of ideas, thoughts and arguments

BEHAVIOURAL COMPETENCIES

BEHAVIOURAL COMPETENCY	FOCUS AREAS
Communication (Organisational and Client)	<ul style="list-style-type: none"> • Ensure people are kept informed and encouraged to express constructive views and opinions. Is able to identify other's communication styles and adapt own communication accordingly.
Deliver a Continually Improving Service	<ul style="list-style-type: none"> • Is able to link the daily work to overall service objectives and deliver continually improving results.
Deliver the Service	<ul style="list-style-type: none"> • Take a methodical approach to work, prioritises tasks effectively, and consistently meets deadlines in order to provide an excellent service.
Innovation	<ul style="list-style-type: none"> • Has the ability to develop new methods and introduce new ideas. • Use originality of thought and imagination.
Provide Excellent Participant Service	<ul style="list-style-type: none"> • Maintain a professional approach and presents a positive image to internal and external people when representing self and ESR. • Make every effort to ensure the experience participants have of ESR is positive and productive.
Technology knowledge	<ul style="list-style-type: none"> • Possess credible technical knowledge and expertise relevant to the role, keeps this up to date and can apply and transfer this to the work programme and others.
Work in Partnership	<ul style="list-style-type: none"> • Works well with colleagues in the team and the service to get things done and contributes to a positive team spirit.

This position description is subject to review from time to time