

POSITION DESCRIPTION

NSW Pathology - Research Coordinator - HSM1



Health
Pathology

our values
respect integrity
teamwork excellence



Organisation	NSW Health
Local Health District / Agency	NSW Health Pathology
Position Classification	Health Mgr Lvl 1
State Award	Health Managers (State) Award
Category	Research & Analytics Research
Website	www.pathology.health.nsw.gov.au

PRIMARY PURPOSE

To provide support in the delivery of research services by NSWHP. The research coordinator will work with external and internal clients to determine their needs and NSWHP's role in supporting the research project. The coordinator will facilitate both external, such as a clinical trial, or internal such as a NSWHP investigator led research projects. The role will be responsible for determining the cost of the project and enabling the establishment of the project. In addition, the role will have a primary focus for ensuring all reasonable needs of the clients of NSWHP are always met and that service failures are identified, investigated, and remedied, with appropriate feedback provided to the client.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

- National Criminal Record check
- Service Check Register
- Pre-employment Health Assessment - Task intensity of role: Light
- Occupational Screening and Vaccination Assessment

KEY ACCOUNTABILITIES

The role and responsibilities of the position are to be carried out in a manner that is consistent with the values, strategic priorities, performance goals, delegations, policies, procedures and operations of NSW Health Pathology and in line with the NSW Health Code of Conduct and the Capabilities required to perform this role competently. The incumbent may be asked to perform job-related tasks other than those specifically stated in this description

POSITION DESCRIPTION

NSW Pathology - Research Coordinator - HSM1



- Liaise with local health districts (LHDs), other external clients, and research investigators (internal or external) regarding requests for research services
- Work with clients to ensure their reasonable service expectations are met and resolve any queries, risks or issues raised in a timely manner.
- Escalate any queries, risks or issues which cannot be resolved in a timely manner to line manager
- Receive, review and action requests for research services in accordance with, or using, approved NSWHP systems, policies and processes and act as the primary NSWHP contact for all queries regarding assigned requests
- Respond to requests for research services in a timely manner, including by preparing and providing quotes based on NSWHP's Statewide Pricing for Research by the required turnaround times (if specified)
- Where required, populate research agreements for research services using NSWHP-endorsed templates
- Work closely with NSWHP laboratories to ensure laboratory support has been endorsed where required.
- Liaise with NSWHP's Research Governance Office regarding any requests for services that might require site specific assessment and authorisation.
- Ensure the maintenance of accurate records of all proposed and current projects and other work activities.
- Ensure all monthly reported services are rendered and timely billing of NSWHP services undertaken
- Travel across the organisation in conjunction with client needs and requirements

KEY CHALLENGES

- Liaising with a range of stakeholders across NSWHP units, LHDs and other external clients, and multiple laboratory information management systems, to ensure the research project is set-up and our facilities and people can support research activities and deliver upon research agreements.
- Develop and maintain client satisfaction through personal and regular contact, service improvement identification, complaint resolution and reporting, surveys, and corresponding action plans.
- Reading, analysing, and interpreting study protocols and assessing requirements for pathology service.

KEY RELATIONSHIPS	
Who	Why
Supervisor	Provide advice, information, and status updates on the progress as directed. Seek guidance, mentoring and direction. Escalate issues outside of scope of the role.
NSWHP Staff (laboratory and collections)	Liaison (including lab endorsement) regarding current and future work to be performed
Research Teams and other research coordinators	To coordinate research activity across the state and provide back-up when required
Clients (Clinical Trial Support Units, External researchers)	Facilitate research approvals and NSWHP involvement Provide advice, information, and status updates.
Internal researchers	Facilitate NSWHP involvement Provide advice, information, and status updates.

POSITION DESCRIPTION

NSW Pathology - Research Coordinator - HSM1



Health
Pathology

SELECTION CRITERIA

1. Appropriate tertiary qualification in a pathology related discipline or equivalent experience
2. Well-developed written and oral communication skills, with a proven ability in developing a good rapport with clients and potential clients and have the ability to interact with a wide range of stakeholders
3. Proven ability to project and promote the image of an organisation as professional, efficient and courteous.
4. Demonstrated ability to effectively work independently and with appropriate time management, organisation and prioritisation skills to meet required timeframes
5. Demonstrated experience using MS Office computer applications and experience using Laboratory Information Systems (LIS) or similar
6. Current unencumbered Class C Drivers Licence