

Position Description

Position title:	Cohort Project Assistant, Research Assets
Date established:	October 2019
Reports to:	Cohort Manager, Research Assets
Direct reports:	Nil
Employment status:	Part-Time (0.6 FTE)

Background

The Sax Institute is a leading Australian expert in helping decision makers find and make best use of research to solve real-world health and social problems.

We connect individuals and organisations with research, we build research platforms that generate new knowledge for use in decision making, and we lead thinking and knowledge around how to ensure more research has a real-world impact.

We are not a research institute but rather, a transformative organisation established to develop innovative ways of better connecting knowledge from research with those who can use it.

Program Area – 45 and Up Study

The 45 and Up Study is Australia's largest longitudinal study of ageing, involving over a quarter of a million adults. Study participants have agreed to have their records and survey responses linked to a variety of health databases as well as to being re-contacted for follow-up surveys and other research. The Study is an open-access resource enabling interested researchers and policy agencies to apply to use the data. Currently over 500 researchers utilise it for a variety of research projects. The 45 and Up Study is funded by grants from policy partners and through funds generated by resource access fees. The 45 and Up Study is part of Research Assets Division at the Sax Institute.

Research Assets is also interested in developing additional research cohorts.

Purpose of position

The purpose of the Cohort Project Assistant role is to provide support to the 45 and Up Study Coordinating Centre in its operations, primarily assisting with cohort maintenance and retention, data management and administrative support and supporting research projects as required. The position plays an important role in retaining participants in the cohort, as well as maintaining participants' confidence in the use of their health and other information.

Key accountabilities

Key accountabilities	Performance expectations
Cohort interaction	<ul style="list-style-type: none"> • Responds appropriately to participant communications including enquiries, requests for materials, and complaints; and updates participant records as required • Carries out cohort tracking procedures to maintain up to date contact and other records • Follows designated procedures, ensuring updates are accurate and timely • Demonstrates a warm manner and has a good understanding of the 45 and Up Study and its current activities • Maintains participant confidentiality at all times
System and data management	<ul style="list-style-type: none"> • Ensures that appropriate security measures for confidential storage (online or in hard copy) of all Study materials are adhered to • Assists with data management processes as required, including quality assurance and reviews
Administrative support	<ul style="list-style-type: none"> • Provides administrative support for the Study Coordinating Centre in a timely and efficient manner, including: <ul style="list-style-type: none"> ○ Managing receipt and distribution of mail, including monitoring post office boxes, liaising with couriers etc ○ Undertaking regular stocktakes of Study resources, particularly in relation to questionnaire and other printed materials ○ Scanning/photocopying as required ○ Preparing correspondence as required • Assists the Study Coordinating Centre as necessary to ensure that all aspects of the day-to-day operations of the Study proceed smoothly

Qualifications, Skills, Experience and Personal qualities (Selection Criteria)

Essential

To be successful, the Cohort Project Assistant should demonstrate the following technical and behavioural competencies:

- Excellent interpersonal and communication skills, both written and verbal, including a friendly and welcoming telephone manner
- Work well in a team environment
- Demonstrated experience in providing customer/client service via telephone and email
- Demonstrated experience using customer/client service databases
- Demonstrated organisational and time management skills
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- Good IT literacy, including demonstrated experience with Microsoft suite of products
- Excellent attention to detail

Desirable

- Experience working with highly confidential/sensitive data
- Experience in quality control, data checking and review
- An understanding of large scale data collection and quality assurance
- Experience in a health research environment

Challenges

- Understanding the complexity of the 45 and Up Study and its projects
- Ensuring that all interactions with Study participants, their families, and other members of the public, are handled in an appropriate and sensitive manner
- Ensuring the integrity, quality, security and confidentiality of all project data
- Managing repetitive tasks where focus and attention to detail to maintain accuracy is vital

Key stakeholders and relationships

- 45 and Up Study participants, their families, and other members of the public
- 45 and Up Study team members