

Position Description

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| Position title: | Cohort Manager, 45 and Up Study, Research Assets |
| Date established: | November 2021 |
| Reports to: | Deputy Director Data and Operations, 45 and Up Study, Research Assets |
| Direct Reports: | Project Assistants |
| Employment status: | 1.0 FTE |

Background

The Sax Institute is an independent, not-for-profit organisation that improves health and wellbeing by driving better use of evidence in policies, programs and services.

The Sax Institute has an international reputation as an evidence specialist, and nearly 20 years' experience in translating research findings into policy, drawing on our own expertise as well as that of our more than 50 member organisations. We work with governments, health organisations, research organisations and a network of experts nationwide to analyse policy problems and find the best evidence-based solutions.

Division / Program Area – Research Assets

Our Research Assets Division includes some of our flagship programs - the 45 and Up Study (the largest ongoing study of health and ageing in Australia) and the Secure Unified Research Environment (SURE) that approved researchers use to conduct analysis of sensitive linked data.

The 45 and Up Study is the largest ongoing study of health and ageing in Australia. The Study is a valuable resource in enabling diverse population health research projects, including for epidemiological research, intervention studies, and new data collections to inform policy and practice, and improved health and wellbeing.

Purpose of position

The purpose of the Cohort Manager role is to ensure the effective and efficient management of activities relating to 45 and Up Study participants. The role is responsible for all interaction with cohort participants, including scheduled and ad hoc surveys/study invitations and other communications, and has primary responsibility for management of contact information in the participant database. The Cohort Manager will also be responsible for operational planning and performance reporting, and have input into strategic decisions that impact the cohort.

The Cohort Manager must have excellent interpersonal, organisational and management skills, with demonstrated capacity for problem solving and developing solutions within a research setting.

Key accountabilities

| Key accountabilities | Performance expectations |
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| Lead the functions of the Cohort Coordinating Centre | <ul style="list-style-type: none"> • Responsible for the timely and appropriate handling of all participant enquiries by phone and email, as well as maintaining change of details and return to sender follow-up processes. • Manage the Project Assistants, ensuring the Centre is adequately staffed (within available budget) for effective functioning, and that adequate training is undertaken to ensure privacy of participants • Identify and implement improvements and efficiencies. |
| Oversee communication with participants | <ul style="list-style-type: none"> • Provide oversight of all interactions and engagement with the 45 and Up Study cohort participants. • Lead preparation and circulation of participant newsletters and other materials. • Contribute to information made available for participants on the website and via social media. • Identify and lead activities to increase participant engagement. |
| Support system and data Management | <ul style="list-style-type: none"> • Responsible for the accurate management of personal information in the participant management system, including maintenance of quality checking processes. • Work with the Data Team to support identification of cohort members for recruitment to sub-studies, and to assist with data management processes as required. • Ensure appropriate security measures for the storage (online and in hard copy) of participant-related information are in place and adhered to. |
| Manage cohort-related operations | <ul style="list-style-type: none"> • Develop and update relevant policies, guidelines, and procedures for cohort management. • Support management of, and negotiations with, 45 and Up Study supplier contracts related to cohort management and correspondence. • Manage supplier invoices, e.g. reconciliation against contract and budget. • Contribute to operating plans, budgets, and performance reporting as required. |
| Contribute to the 45 and Up strategy and the broader work of the Study team | <ul style="list-style-type: none"> • Lead cohort-related strategic actions, including strategies for increasing participant engagement • Support impact assessment, for example tracking of Study publications and maintenance of an Endnote library |

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| | <ul style="list-style-type: none"> • Provide technical assessments of papers submitted for review prior to peer-reviewed publication • Other tasks as required |
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Qualifications, Skills, Experience and Personal qualities

Essential

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

- Qualifications and/or substantial experience in a research-related discipline
- Understanding of the operational aspects of large-scale epidemiological studies
- Ability to successfully manage and develop a small team
- Excellent interpersonal and communications skills, both written and verbal
- Proven ability to build successful working relationships with a variety of people, both internal and external
- Proven organisational, analytical, and problem solving abilities
- Excellent IT literacy, including demonstrated experience with Microsoft products (Word, Excel, Outlook), as well as either database or contact information management systems (e.g. CRM).
- Demonstrated experience in developing protocols, and policy and procedure documents

Desirable

- Experience working with highly confidential/sensitive data
- Understanding of health research environment
- Experience with Dynamics 365, and/or Click Dimensions
- Experience with email-sending platforms (e.g. EzyMsg)

Challenges

- Ensuring the integrity, quality, security, and confidentiality of all project data
- Ensuring compliance with appropriate ethical and research governance standards
- Collaborating with a variety of stakeholders, internal and external
- Ensuring that all interactions with Study participants, their families, and other members of the public are handled in an appropriate and sensitive manner