![Sax Institute logo]

POSITION DESCRIPTION

Position title:	Cohort Supervisor, 45 and Up Study, Research Assets
Date established:	April 2022
Reports to:	Deputy Director Data and Operations, 45 and Up Study, Research Assets
Direct Reports:	Project Assistants
Employment status:	3 year maximum term contract, 0.8 FTE/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 biggest study of healthy ageing in Australia, and one of the biggest in the world. 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 improve health and wellbeing.

Purpose of position

The purpose of the Cohort Supervisor role is to manage communication and engagement with the 45 and Up Study participants and supervise a small team of staff. The supervisor support effective and efficient management of activities relating to Study participants and supports best-practice data collection from the participants and identifies means to enhance engagement and optimise response rates. The position is also responsible for assisting the Deputy Director Data and Operations in setting, overseeing and undertaking tasks relating to cohort maintenance, including, supporting data collection and ensuring quality assurance and security of information .

The Cohort Supervisor must have excellent interpersonal, organisational and communication skills, with demonstrated capacity for problem solving and developing solutions within a

research setting. They must be flexible and willing to contribute across the 45 and Up Team more broadly.

Key accountabilities

Key accountabilities	Performance expectations
Lead the functions of the Cohort Coordinating Centre	- 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 - Provide monthly operational metrics to the Deputy Director.
Communication with participants	- Contribute to 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 that increase participant engagement.
Support system and data Management	- 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	- Develop and update relevant policies, guidelines, and procedures for cohort management. - Manage supplier invoices, e.g. reconciliation against contract and budget. - Contribute to operating plans, budgets, and performance reporting as required.
Contribute to the broader work of the Study team	- Support project management of research projects - Support gathering of information to measure outputs of the Study - Other tasks as required

Qualifications, Skills, Experience and Personal qualities

Essential

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

- Demonstrated experience managing customer/ client service centres (team management, telephone helpline, and supporting data systems)
- Excellent project management skills, with capacity to set and manage priorities and ensure effective implementation
- Demonstrated high-level organisational and time management skills
- Excellent attention to detail
- Excellent interpersonal and communication skills, both written and verbal, including a friendly and welcoming telephone manner
- 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
- Experience leading and managing in a team environment, providing support to junior employees, and developing training materials

Desirable

- An understanding of large-scale data collection, health research and quality assurance
- Experience working with highly confidential/sensitive data
- Experience in preparing and managing large mail lists and with online mass email products
- Understanding of/and commitment to working in a health research environment
- Experience with Dynamics 365, and/or Click Dimensions
- Experience processing invoices and dealing with external suppliers

Challenges

- Ensuring the integrity, quality, security, and confidentiality of all participants' and 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