

## Position Description

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<b>Position</b>	<b>Research Assistant</b>
<b>Team / Service</b>	Wellington Blood and Cancer Clinical Trials Unit
<b>Group</b>	Cancer, Specialist Medicine and Community
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Associate Charge Nurse Manager
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from Wellington Regional Hospital.

## Te Whatu Ora

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The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

- The health system will reinforce Te Tiriti principles and obligations
- All people will be able to access a comprehensive range of support in their local communities to help them stay well
- Everyone will have equal access to high quality emergency and specialist care when they need it
- Digital services will provide more people the care they need in their homes and communities
- Health and care workers will be valued and well-trained for the future health system

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district’s population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region’s main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## Te Mauri o Rongo

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Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

### Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

### Rangatiratanga

As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

### Whanaungatanga

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.

### Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

## Service Perspective

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The Wellington Blood & Cancer Centre (WBCC) incorporates the specialties of Medical Oncology, Radiation Oncology and Clinical Haematology into an integrated regional and supra-regional blood and cancer service.

Patients reside in the Wellington, Wairarapa and Kapiti Coast regions. Supra-regional services extend beyond these boundaries to cover up to Waikato DHB region and Nelson-Marlborough. Ambulatory care forms the main focus of patient activities and represents some 70% of the contracted workload.

Services provided in the WBCC include specialist consultation and treatment for referred medical oncology, radiation oncology and haematology patients and 24 hour acute clinical assessment and inpatient care. The Centre has an active Clinical Research Unit.

## Unit Perspective

The Clinical Trial Unit (CRU) is located within Wellington Regional Hospital and operates under the control of a Clinical Research Committee, which also acts as a Board of Trustees for the special funds which finance research activities. Staff in the unit coordinate pharmaceutical industry and clinical practice group clinical trials. The team is mainly comprised of registered nurses. They undertake protocol preparation, submissions to regulatory bodies and completion of documentation to ensure compliance with Ministry of Health guidelines and legislations, and appropriate national/international regulations.

## Purpose of the role

The Service Administrator contributes to the successful operation of the Clinical Trials Unit by collaborating and working alongside the nursing team to meet the clinical trial process needs. They will assist with timely, professional and high quality administrative support as well as other relevant trial related tasks – not requiring specialised nursing knowledge, judgement or skill.

These tasks will be under the delegation and support of the ACNM, Team Leader and research nurse/study coordinator.

The Service Administrator will remain responsible for their actions, while the registered nurse is accountable for the delegation decision, assessment and evaluation of outcomes. The Service Administrator will receive training to complete specific tasks within defined boundaries according to the service areas requirements.

## Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

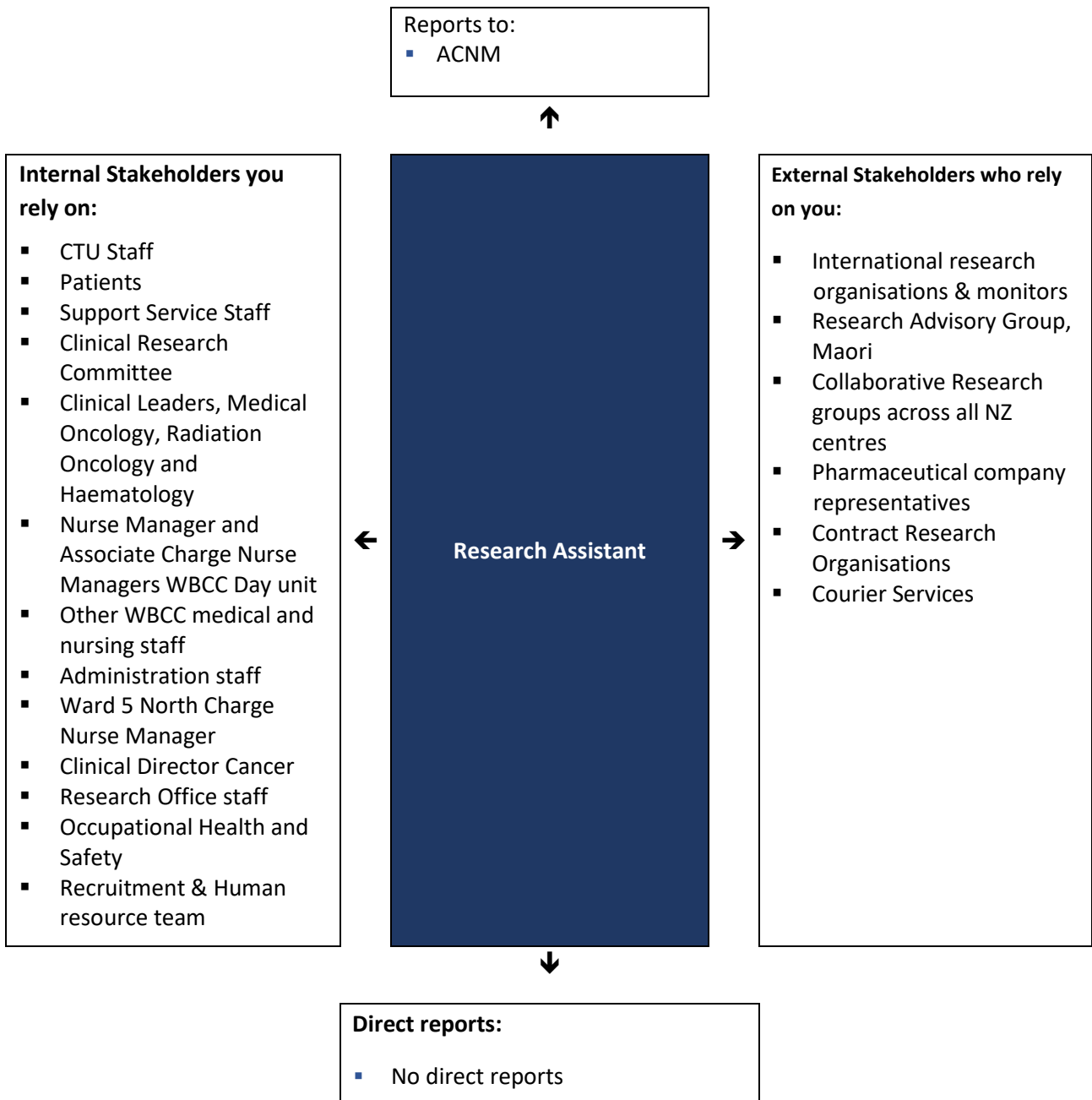
Key accountabilities	Deliverables / Outcomes
<b>1. General accountabilities and principles of practice</b>	<ul style="list-style-type: none"> <li>▪ Accepts responsibility for actions and decisions within level of skills and knowledge;</li> <li>▪ Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the Districts Code of Conduct;</li> <li>▪ Applies the Districts policies and processes and contributes to a culture of safe practice;</li> <li>▪ Conducts self in a responsible and professional manner ;</li> <li>▪ Demonstrates reliability and punctuality in attendance to work.</li> </ul>
<b>2. General Administration</b> Provides effective and efficient administration services for the WBCC research team	<ul style="list-style-type: none"> <li>▪ Task and file management</li> <li>▪ Meeting administration as delegated by Associate Charge Nurse Manager (ACNM) - including agenda preparation, document collation and distribution, minute taking and distribution</li> <li>▪ Monitoring and maintaining stationery and printing supply</li> <li>▪ Support ACNM with recruitment and human resource administration</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Spreadsheets and presentation preparation and support of clinical trial related material</li> <li>▪ Archiving of clinical trial documentation; communication with external stakeholders related to this</li> <li>▪ Maintenance Investigator Site Files as delegated</li> <li>▪ Maintain updated records for CVs and trial related certificates</li> <li>▪ Other administrative support as requested</li> </ul>
<b>3. Cultural safety and Equity focus</b>	<ul style="list-style-type: none"> <li>▪ Champions equality and diversity in the workplace;</li> <li>▪ Demonstrates awareness, sensitivity and respect of others acknowledging and responding to each person’s individual and cultural need(s) regardless of ability, ethnicity, gender or sexual orientation;</li> <li>▪ Communication skills show respect for peoples individual and different cultural and communication needs;</li> <li>▪ Demonstrates respect and kindness to patients and their whanau;</li> <li>▪ Attends approved organisational Tikanga Māori workshops.</li> </ul>
<b>4. Supports the team to deliver effective patient clinical trial care</b>	<ul style="list-style-type: none"> <li>▪ Frontline services for the team – including answering telephone with customer focus, ensuring phone messages and queries are accurate and passed on appropriately where needed and in a timely manner; Meeting visitors and displaying a courteous and friendly demeanour at all times when dealing with internal and external stakeholders</li> <li>▪ Supports staff with data entry on clinical trial supported platforms</li> <li>▪ Supports nursing staff in patient travel management – organising travel and accommodation as advised by the responsible clinical trial nurse</li> <li>▪ Management of courier organisation for trial related packages to be sent</li> <li>▪ Supports research nurses/trial coordinators with clinical trial laboratory requirements by: <ul style="list-style-type: none"> <li>▪ Checking laboratory supplies, reordering and restocking as required</li> <li>▪ Preparation of laboratory kits as delegated</li> </ul> </li> <li>▪ Manages medication transfer between Pharmacy and treatment area on request</li> <li>▪ Organisation of patient appointments with external assessment departments as delegated by the clinical trial nurse/coordinator</li> <li>▪ Management of patient travel and accommodation organisation where required</li> <li>▪ Identifies opportunities for improvements in the workplace, and works with the team to initiate required changes;</li> <li>▪ Shows adaptability to changing circumstances within workplace</li> </ul>
<b>5. Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Participates in appropriate training and development as relevant to the clinical trials unit</li> <li>▪ Identifies learning needs and seeks learning opportunities proactively;</li> <li>▪ Contributes to annual appraisal and identifies learning needs.</li> </ul>

Key accountabilities	Deliverables / Outcomes
<b>6. Environmental support</b>	<ul style="list-style-type: none"> <li>▪ Maintain orderly and organised, safe office environment</li> <li>▪ Manage storeroom and laboratory inventory; responsible for destruction of expired trial laboratory kits.</li> <li>▪ Unpacking of boxes and putting away bulk stores as they arrive.</li> </ul>
<b>7. Establishes and maintains effective interpersonal relationships with patients and team by working and communicating effectively and professionally</b>	<ul style="list-style-type: none"> <li>▪ Undertakes effective communication at all times and seeks or clarification if unsure;</li> <li>▪ Has ability and willingness to act as a resource person for the orientation of new and existing staff;</li> <li>▪ Communicates discrepancies, problems or concerns to the ACNM or relevant research nurse/coordinator in a timely manner;</li> <li>▪ Seeks instruction when presented with unfamiliar situations;</li> <li>▪ Attend and contributes to team meetings, clinical debriefing, in-service education and quality improvement</li> </ul>
<b>8. Continuous improvement and innovation</b>	<ul style="list-style-type: none"> <li>▪ Identifies improvement opportunities and notifies the ACNM.</li> <li>▪ Participates in quality improvement and risk minimisation activities</li> <li>▪ Complies with organisational policies and procedures and works to improve client satisfaction.</li> <li>▪ Participates in a culture of continuous improvement and innovation.</li> </ul>
<b>9. Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Ensures that health and safety practice meets the requirements of Health and Safety at work legislation;</li> <li>▪ Applies the District policies and processes and contributes to a culture of safe practice;</li> <li>▪ Supports and complies with health and safety policy and procedures including use of protective clothing and equipment as required. Participates in hazard management and identification process, and is proactive when reporting and remedying of any unsafe work condition, accident or injury.</li> </ul>

## Key Relationships & Authorities

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## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>▪ Is widely trusted</li> <li>▪ Is seen as a direct, truthful individual</li> <li>▪ Maintains confidentiality</li> <li>▪ Admits mistakes</li> </ul>
<b>Planning &amp; Responsibility</b>	<ul style="list-style-type: none"> <li>▪ Is results focussed and committed to making a difference.</li> <li>▪ Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.</li> <li>▪ Adjusts work style and approach to fit in with requirements.</li> <li>▪ Perseveres with tasks and achieves objectives despite obstacles.</li> <li>▪ Is reliable - does what one says one will.</li> <li>▪ Consistently performs tasks correctly - following set procedures and protocols.</li> </ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"> <li>▪ Provides quality service to those who rely on one's work.</li> <li>▪ Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>▪ Explores and trials ideas and suggestions for improvement made by others.</li> <li>▪ Shows commitment to continuous learning and performance development.</li> </ul>
<b>Cultural Skills</b>	<ul style="list-style-type: none"> <li>▪ Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision.</li> <li>▪ Applies the principles of Te Tiriti o Waitangi within the workplace and community.</li> <li>▪ Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people, inside and outside the organisation</li> <li>▪ Builds appropriate rapport as well as constructive and effective relationships</li> <li>▪ Uses diplomacy and tact</li> <li>▪ Practises active and attentive listening.</li> <li>▪ Willingly answers questions and concerns raised by others.</li> <li>▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>▪ Is confident and appropriately assertive in dealing with others.</li> <li>▪ Can diffuse high-tension situations comfortably</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>▪ Can marshal resources (people, funding, material, support) to get things done</li> <li>▪ Can orchestrate multiple activities at once to accomplish a goal</li> <li>▪ Uses resources effectively and efficiently</li> <li>▪ Arranges information and files in a useful manner</li> </ul>



Competency	Behaviours
	<ul style="list-style-type: none"> <li>Has the ability to work autonomously</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members.</li> <li>Has a friendly manner and a positive sense of humour.</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> <li>Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.</li> <li>Supports in word and action decisions that have been made by the team.</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>Uses logic and methods to solve difficult problems with effective solutions</li> <li>Probes all fruitful sources for answers</li> <li>Can see hidden problems'</li> <li>Looks beyond the obvious and doesn't stop at the first answer</li> </ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"> <li>Provides quality service to those who rely on one's work.</li> <li>Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>Explores and trials ideas and suggestions for improvement made by others.</li> <li>Shows commitment to continuous learning and performance development.</li> </ul>

## Experience and Capability

### A. Essential Qualifications / Accreditations / skills and experience:

- Proven experience in high level office administration, including effective filing and information retrieval system management (2-3 years' experience desired)
- Working knowledge and proficiency in computer programs including Microsoft Word, Excel, Outlook, Access and PowerPoint. Web based communication.
- Understands, manages and problem solves with technology
- Efficient and proven minute-taking skills
- Knowledge of the health/clinical trial environment is desirable but not a necessity

### B. Someone well-suited to the role will place a high value on the following

- Effective working relationships with staff and management
- High level of verbal and written communication skills
- Proactive, efficient, enthusiastic and a "can do attitude"
- Following systems and process
- Time management

- Ability to work autonomously and as part of a team
- Accuracy and confidentiality
- Integrity and trust
- People-centred problem-solving capability
- Ability to support the team
- Professional persona
- The ability to follow instructions
- Commitment to Te Tiriti o Waitangi

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**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**