Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Clinical Research Coordinator
Reports to	Clinical Trials Unit Associate Charge Nurse Manager
Location	Capital, Coast & Hutt Valley District
Department	Clinical Trials Unit
Date	31 August 2026
Salary band (indicative)[i]	
Children's Worker role[ii]	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The Clinical Research Coordinator provides administrative, organisational and coordination support for clinical trials conducted within Medical Oncology, Radiation Oncology and Haematology services. Working within the Clinical Trials Unit (CTU) infrastructure and in partnership with Blood and Cancer Services, the role supports the efficient planning, implementation and management of clinical research activities in accordance with study protocols, regulatory requirements and organisational policies.

The Clinical Research Coordinator is responsible for coordinating clinical trial activities, maintaining study documentation, managing trial-related data, scheduling research assessments and facilitating communication between research participants, investigators, clinical teams, sponsors and regulatory bodies. The role ensures that clinical trial processes are delivered in a timely, accurate and compliant manner, supporting high-quality research and positive participant experiences.

Working closely with clinical and research staff, the Clinical Research Coordinator assists with participant recruitment and tracking, data collection and entry, study administration, resource coordination and monitoring of protocol requirements. The role supports the

operational requirements of multiple clinical trials and contributes to the effective day-to-day functioning of the Clinical Trials Unit.

The Clinical Research Coordinator is expected to work both independently and collaboratively, demonstrating strong organisational, communication and problem-solving skills to support the successful delivery of clinical research studies. The role contributes to ensuring that all research activities are conducted in accordance with the New Zealand guidelines for Good Clinical Practice (GCP), the Declaration of Helsinki, approved study protocols and all applicable ethical, regulatory and organisational requirements. All clinical trials will have Ethics Committee approval and appropriate communication, regarding study developments, will be maintained with the Ethics Committee.

Clinical Trials Unit Perspective

The Clinical Trials Unit (CTU) is part of the Wellington Blood and Cancer Centre and operates under the governance of the Clinical Research Committee who act as a Board of Trustees for the trust funds financing research activities. Staff in the unit coordinate pharmaceutical industry and clinical practice group clinical trials. The staff who are comprised of registered nurses and allied health professionals, also undertake completion of documentation to ensure compliance with Ministry of Health guidelines and legislations, and appropriate national/international regulations.

Key Result Area	Expected Outcomes / Performance Indicators
1. **Quality and compliance**	▪ All clinical trials are conducted in accordance with Good Clinical Practice (GCP) and applicable local, national and international standards ▪ Delegated responsibility for monitoring, reporting and ensuring quality and standards of practice to support a safe patient journey and workplace ▪ Quality standards are documented, communicated and monitored ▪ Comply with protocol, statutory and legal requirements ▪ Identify and contribute to continuous quality improvement activities within CTU, promoting best practice, operational efficiency and compliance with GCP standards ▪ Identify and support the development of patient information resources, protocols and guidelines required
2. Organisation	▪ Workload is effectively managed across multiple studies and competing priorities ▪ Study-related documentation, protocol worksheets, procedure manuals and reports are prepared accurately and on time. ▪ Informed consent processes are coordinated and documented appropriately ▪ Participant treatment, visit and investigation schedules are maintained according to protocol requirements ▪ Clinical trial data is entered into trial database within contractual timelines

	▪ Data queries are resolved within sponsor-defined timeframes. ▪ Study activities are monitored to ensure compliance with regulatory and institutional requirements ▪ Adverse events are appropriately documented and reported. ▪ Studies are closed and archived according to regulatory and organisational requirements ▪ Coordinate and process delegated laboratory specimens ▪ Coordinate delegated pharmacy duties including dispensing/return of study medicines and drug accountability logs
3. Systems Administration	▪ Clinical trial management systems and databases are administered effectively ▪ Clinical and regulatory information is reported accurately and on time ▪ Provide accurate and timely study activity and financial information to support invoicing, budget tracking and financial reporting processes ▪ Study equipment and supplies are maintained and available to support trial delivery ▪ Regulatory processes are completed efficiently and accurately
4. Communication	▪ Professional and effective communication is maintained with patients, colleagues and stakeholders ▪ Principal Investigators and study teams are kept informed of trial progress, issues and required actions ▪ Positive working relationships are maintained with sponsors and external organisations ▪ Sponsor monitoring visits and site visits are coordinated successfully ▪ Study issues are proactively identified, communicated and resolved
5. Patient engagement and experience	▪ Supports participant recruitment, screening, consent and enrolment activities in accordance with study protocols, GCP and ethical requirements. ▪ Acts as a key point of contact for patients and whānau throughout their research journey. ▪ Coordinates study visits, appointments and assessments to support protocol compliance and participant retention. ▪ Ensures patients receive timely, accurate and understandable study information. ▪ Promotes a positive research experience through respectful, culturally safe and person-centred interactions. ▪ Escalates patient concerns and safety issues appropriately and within required timeframes. ▪ Supports equitable access to clinical research opportunities including Māori and Pacific participation
6. Professional Development	▪ Maintains Good Clinical Practice (GCP) training and certification ▪ Ongoing professional learning and development activities are undertaken

	▪ Clinical research knowledge and capability continue to grow

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Ethics committees • Research Advisory Group, Māori • Standing Committee on Therapeutic Trials (SCOTT) • Collaborative research groups • Pharmaceutical company representatives • Contract Research Organisations • Cancer support services • National travel assistance coordinators	• CTU staff • Clinical Research Business Committee • Clinical Leaders, Medical Oncology, Radiation Oncology and Haematology • CNM and ACNMs Blood & Cancer centre • Blood & Cancer clinical and administrative staff • Research Office • Māori and Pacific Health Units

• External suppliers	• Multidisciplinary team members • Other hospital departments

About you – to succeed in this role

You will have

Essential:

- Minimum 3 years working within a hospital or healthcare environment
- A relevant tertiary qualification in health
- Good Clinical Practice Certificate (GCP) or working towards
- Knowledge and experience in Medical Oncology, Haematology or Radiation Therapy is desirable.
- Ideally, candidates should have experience working within the New Zealand clinical trial environment.
- Advanced IT use with proficiency in MS office (Excel, PowerPoint, MS Office) package
- Demonstrate understanding of ethics in relation to clinical research

Desired:

- Experience with clinical trial documentation and Good Clinical Practice (GCP) is desirable.
- Knowledge of oncology procedures and treatments

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Background in clinical research
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[i] Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

[ii] The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.