NHS
Gloucestershire Hospitals
NHS Foundation Trust

Job Description

Research Information Coordinator

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At Gloucestershire Hospitals NHS Foundation Trust, we take great pride in delivering high quality acute services and we understand just how precious life is.

People entrust their lives to our care every day and they have the right to expect the very best experience and outcomes. That's why our ambition and the pursuit of excellence is the foundation of everything we do.

Job Description

Dear candidate,

I am delighted you are interested in a position here at Gloucestershire Hospitals NHS Foundation Trust.

Gloucestershire Hospitals is one of the largest hospital trusts in England serving a diverse population of almost 620,000 people. We provide acute hospital services from two large district general hospitals, Cheltenham General Hospital and Gloucestershire Royal Hospital. Maternity Services are also provided at Stroud Maternity Hospital.

Our people are at the heart of what we do. Our workforce is almost 8,000 strong and our caring and dedicated staff are recognised as providing good and outstanding patient-centred care across a range of clinical areas. We also have exceptional teams of professional services staff underpinning our vision every step of the way.

We are committed to recruiting the best people to work with us to achieve our vision of providing Best Care for Everyone and our success depends on the commitment and dedication of our staff.

We are committed to diversity, inclusion and equality of opportunity for everyone, valuing and celebrating differences and encouraging a workplace and culture where all can thrive. We endeavour to ensure each and every person working in our organisation feel respected and valued. Respecting and valuing differences will help to ensure that our policies and services reflect the needs and experiences of the people and community we serve.

In return, we offer the opportunity to work at a trust that is on a truly exciting Journey to Outstanding and to make a real difference to the lives of our patients, their families and the wider community. We are also committed to training and developing you to be the best you can be and offer you a rewarding career, whatever your role.

I wish you every success with your application to join our team.

Best wishes

Claire Radley
Director of People & OD

Job Description

Job Title:	Research Information Coordinator
Division	Corporate
Base:	CGH/GRH/Gloucestershire
Grade:	3
Reporting to:	Supervisor/Line Manager
Hours	37.5

Overview

Gloucestershire Hospitals NHS Foundation Trust operates hospitals on our two main sites in Cheltenham and Gloucester, and we're one of the largest NHS trusts in the country.

Our workforce of almost 8,000 staff provide high quality emergency, elective and specialist care across a range of clinical areas

Our Values:

It is expected that all employees uphold the values of the organisation as our values underpin everything we do and describe the way we expect our staff to behave towards our patients, families and carers and between each other. We have the following three values:

1. **Caring**
   Patients said: *"Show me that you care about me as an individual. Talk to me, not about me. Look at me when you talk to me."*

2. **Listening**
   Patients said: *"Please acknowledge me, even if you can't help me right now. Show me that you know that I'm here."*

3. **Excelling**
   Patients said: *"Don't just do what you have to, take the next step and go the extra mile."*

Main Purpose of the Job:

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The post of **Research Information Coordinator** is to provide data support to a Research Delivery Team based within Cheltenham General Hospital, Gloucestershire Royal Hospital and research clinics within the Research Facility Centre. This will include a range of data and administrative tasks including coordination of patient pathways, transcribing clinical studies data and liaising with clinical trials units. This role will be key in achieving and providing quality research information.

The Research Delivery Teams is part of the Gloucestershire Hospitals NHS Foundation Trust Research & Innovation Team which provides advice and delivery team support to researchers across the Trust to help them design and set-up studies, navigate various approvals processes and deliver high quality research to local and national performance targets.

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Main Responsibilities and Duties:

Organisational Arrangements:

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED:

- Educated to at least five GCSEs at grade C/grade 4, or above, including Maths and English or equivalent (intermediate apprenticeship, NQV level 2)
- Experience of working in the NHS or in clinical research would be desirable.
- Familiarity with medical terminology desirable.
- Familiarity with the issues surrounding clinical data, particularly confidentiality

- Well-developed interpersonal skills and ability to communicate effectively
- Well-developed organisational skills and ability to multi-task
- Ability to retrieve and input data from a variety of sources
- Ability to work independently and be an excellent team player with proven experience
- Ability to work with minimal supervision
- Excellent attention to detail, methodical with high standards of accuracy particularly in data collection skills.
- Ability to work flexible hours as required to meet service needs
- Excellent IT skills, including experience with Microsoft Office/Google apps, with the ability to master new Applications
- Flexibility to ensure achievement of objectives within constantly changing environments
- Self-motivated, possessing high working standards
- Strives for quality
- Facilitative, patient and helpful

MAIN DUTIES AND RESPONSIBILITIES

- Coordinate the collection and input of clerical and other data necessary for clinical trial purposes, checking data is accurately completed/ recorded and ensure completion by other Trust staff, as required.
- Liaise with clinical trials units, ensure data is reported to trials units in a timely manner. Assist research nurses/coordinators to answer data queries and ensure they are reported within set deadlines.
- Ensure trial records are accurately maintained, including, but not limited to: records in nursing/ medical electronic and paper notes, case report forms, trial site files.
- Responsible in collaboration with the designated research nurse/ co-ordinator for setting up and maintain spreadsheets/databases on patient recruitment into clinical studies. Report on data collection/ patient recruitment as required.
- Responsible in collaboration with the designated research nurse/ co-ordinator for organising investigations, assessments and clinic appointments for patients in accordance with trial protocols.
- Be part of the staff rota for administering and facilitating research clinics. Be a direct contact for patients during these clinics, act as a receptionist and deal sensitively and confidentially with any patient enquiries.
- Maintain clinical studies information on EDGE (Clinical Trials IT system)
- Assist with invoicing of patient expenses.
- Ensure timely delivery of samples to laboratories within GHNHSFT. These may be collected in specific research clinics or from routine outpatient clinics or surgical theatres.
- Ensure trial protocols are followed and that trials are conducted in accordance to research legislation including Good Clinical Practice.
- Understand and follow GHNHSFT Research SOPs.
- Report any protocol violations or issues of concern relating to patients and/or staff.
- Lead on data collection for an agreed number of specific clinical trials.
- Assist with close-out of studies and preparation for archiving of studies

- Identify efficient methods for data collection across the sites where patients will receive their care.
- Assist in achieving NIHR High Levels Objectives and GHNHSFT KPIs for research delivery.

COMMUNICATIONS AND WORKING RELATIONSHIPS

The post-holder will be expected to communicate with a variety of individuals across the Trust including consultants, supporting departments, and other healthcare professionals. Liaise with patients, commercial and non-commercial Clinical Trials Units and Clinical Study teams.

MOST CHALLENGING PART OF THE ROLE

- Liaising and working with principal investigators, departments such as pathology, pharmacy, radiology, haematology, biochemistry and clinical trials units.
- Maintaining trial site files to comply with Good Clinical Practice guidelines.
- Following SOPs to ensure compliance with Good Clinical Practice.
- Multi-tasking and prioritisation.
- Frequent interruptions to concentration from people, telephone, etc.

PHYSICAL EFFORT AND WORKING CONDITIONS

- Occasional lifting of boxes of A4 paper, A4 files and similar (up to 5kg) and transporting these to other sites
- The post involves a combination of sitting (90% of time) and standing plus walking (10% of time)
- There is a need to use a computer (80% of the time)
- Travel to other sites for meetings, training and assisting with research clinics.
- Requirements to concentrate on clinical studies data for long periods of time

Summary of position:

The post holder will provide data collection and administrative support to Gloucestershire Hospitals NHS Foundation Trust R&I Department to ensure that the patients receive quality care that complies with national legislation, GHNHSFT standards and NIHR High Level Objectives.

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General conditions

Confidentiality

In the course of your employment, you may have access to, see or hear confidential information concerning the medical or personal affairs of patients and or staff. Unless acting on the instruction of an authorised officer, on no account must such information be divulged or discussed except in the performance of normal duties. Breaches of confidence, including improper passing of registered computer data, will result in disciplinary action, which may lead to dismissal. You should be aware that regardless of any action taken by your employing authority, a breach of confidence could result in a civil action for damages.

In addition, records, including VDU screens and computer printouts of registered data must never be left in such a manner that unauthorised persons can obtain access to them. Written records must either be destroyed or retained in safe custody when no longer required, VDU screens should always be cleared when unattended.

Terms and Conditions of Service

The principle terms and conditions of your appointment will be those set out in the Agenda for Change national agreement as amended from time to time by the NHS Staff Council. These terms and conditions are set out in the NHS Terms and Conditions of Service Handbook, which is available on the Trust's intranet and NHS Employers web site.

Health and Safety

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers.

Data Quality

As part of your employment you may be required to record Patient Information (computerised or on paper). You have a responsibility to ensure that information is entered accurately, completely and consistently. It is particularly important that patients' demographic details are kept up to date. Problems should be reported to your Manager.

No Smoking Policy

Gloucestershire Hospitals NHS Foundation Trust operates a no smoking policy. Smoking is not permitted anywhere within the buildings and grounds of all Trust sites. These restrictions include all areas up to the boundaries of all sites.

NB

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but is a good guide for information to the job. It will be periodically reviewed in the light of developing work requirements in the department. The officer in the post will be expected to contribute to that review.

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Personal Specification:

Job Title:	Research Information Coordinator
Base:	CGH/GRH/Gloucestershire

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Key to terms: **E: Essential, D: Desirable.** ***How is it assessed?*** **I: Interview, A: Application, T: Test**

Qualifications

Educated to a minimum of 5 GCSEs grade C / grade 4 or above (or equivalent) including Maths & English	**E**	**A**

Experience

Experience of working in the NHS or clinical research	**D**	**A**
Familiarity with medical terminology	**D**	**A&I**

Knowledge, Skills, Abilities

Ability to work flexible hours as required to meet service needs	**E**	**A&I**
Familiarity with the issues surrounding clinical data, particularly confidentiality	**D**	**A&I**
Ability to retrieve and input data from a variety of sources	**E**	**A, I, T**
Flexibility to ensure achievement of objectives within constantly changing environments	**E**	**A&I**
Self-motivated, possessing high work standards	**E**	**A&I**
Well-developed organisational skills and ability to multi-task	**E**	**A&I**
Well-developed interpersonal skills and ability to communicate effectively	**E**	**A&I**
Ability to work independently and be an excellent team player with proven experience	**E**	**A&I**
Excellent IT skills, including experience with Microsoft Office/Google apps, with the ability to master new Applications	**E**	**A, I, T**
Ability to work with minimal supervision	**E**	**A, I, T**

Qualities

Excellent attention to detail, methodical with high standards of accuracy, particularly in data collection	**E**	**A&I**
Strives for quality	**E**	**A&I**
Facilitative, patient and helpful	**E**	**A&I**