

VSTORM OUTCOMES DATA COLLECTOR ASSISTANT

DEPARTMENT/UNIT	School of Public Health and Preventive Medicine
FACULTY/DIVISION	Medicine Nursing and Health Sciences
CLASSIFICATION	HEW Level 3
DESIGNATED CAMPUS OR LOCATION	553 St Kilda Road, Melbourne

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something ground-breaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

The Faculty of **Medicine, Nursing and Health Sciences** is the largest faculty at Monash University, a global university with campuses across Victoria and international locations in Indonesia, Malaysia, China, India and Italy.

Our Faculty offers the most comprehensive suite of professional health training in Victoria, consistently ranked in the top 40 universities worldwide for clinical, pre-clinical and health sciences.

We want to improve the human condition. That is our vision - it has no expiration date. By educating the current and future healthcare workforce and undertaking medical research, both

discovery and clinical, our students, staff and alumni all work to directly improve people's quality of life, reduce health inequality and promote greater health and social outcomes.

We're globally recognised for our quality education of over 63,000 doctors, nurses and allied health professionals and health researchers. The future health of our communities is underpinned by the sustained excellence of our education and research capabilities.

We are ambitious and committed to maintaining our position as a leading international medical research and teaching university. We're recognised for the quality of our graduates, the scale and depth of our research, our commitment to translational research and as a thriving biotechnology hub. To learn more about the Faculty, please visit www.monash.edu/medicine.

Our Faculty includes four Sub-Faculties: Health Sciences, Clinical and Molecular Medicine, Biomedical Medicines and Translational Medicine and Public Health.

The **School of Public Health and Preventive Medicine** is committed to our vision of Health and wellbeing for all people and communities. We are one of the largest schools of public health in the Asia Pacific region. Through generating and synthesising impactful evidence, supporting the strengthening of our health systems and informing and transforming policy and practice, we can help overcome the health challenges being faced across Australia and more broadly. We have skills, knowledge and excellence across a range of disciplines including epidemiology, research methodology, biostatistics, research ethics, governance, clinical trials, clinical quality registries, qualitative research, evidence synthesis, implementation science, health economics, genomics, forensic science, health systems, services and policy and clinical practice. This provides a strong foundation upon which we can inform, support and sustain equitable improvements in health for individuals and communities. The School is part of the Faculty of Medicine, Nursing and Health Sciences centred at the Alfred Hospital Campus with satellite units and partners embedded across other major Monash affiliated hospitals, research institutes and public health organisations.

POSITION PURPOSE

The VSTORM Outcomes Data Collector Assistant is responsible for conducting data collection over the telephone in support and delivery of the Victorian State Trauma Outcomes Research Monitoring (VSTORM) Group and the Victorian Orthopaedic Trauma Outcomes Registry (VOTOR) projects, within the School of Public Health and Preventive Medicine. The role involves following an established interview protocol to gather data, relevant to project outcomes.

The VSTORM project manages the Victorian State Trauma Registry (VSTR) which monitors the care and outcomes of major trauma patients managed in the state.

VOTOR is a comprehensive registry of injuries, treatment, complications and outcomes of orthopaedic trauma patients in Victoria using a sentinel site approach.

Reporting Line: The position reports to the VSTORM Outcomes Manager(s) and under general supervision whilst on shift with the VSTORM Senior Data Collector Supervisors.

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Conduct telephone interviews to collect patient-reported outcomes (physical, mental, and health-related outcome data items) at designated intervals (6, 12, and 24 months post-injury), with an option to email an online link if patients prefer to complete follow-ups via email. Record responses on the VSTORM database following standard practices and protocols.

2. Assist with a range of administrative services, including arranging appointments, handling mail-outs for patients enrolled on the registry and providing front-line services such as conducting telephone calls and responding to routine inquiries.
3. Ensure patient privacy and confidentiality during all interactions, adhering to relevant protocols and guidelines.
4. Provide high-level customer service and basic advice to stakeholders (students, staff, visitors), in accordance with prescribed practices and protocols.
5. Contribute to service improvements and participate in activities that support a positive workplace culture.
6. Maintain open and effective communication channels with staff, clients, and other stakeholders, and undertake additional duties as directed.
7. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A certificate in office administration or a similar field; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Sound administration skills
3. Good organisational skills, including the ability to manage time and meet deadlines
4. Sound attention to detail and accuracy
5. Sound communication skills and ability to liaise positively with colleagues and clients
6. Computer literacy and word-processing skills
7. Excellent phone etiquette when speaking with patients/proxies
8. Ability to confidently deploy the VSTORM Risk Management protocol in the event of distressed patient's/proxies

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.