



## ROLE DESCRIPTION

<b>Role Title:</b>	Research Assistant		
<b>Classification Code:</b>	ASO2	Position Number	M
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	ROYAL ADELAIDE HOSPITAL		
<b>Division:</b>	Specialty Medicine 1		
<b>Department/Section / Unit/ Ward:</b>	RAH Rheumatology		
<b>Role reports to:</b>	Senior Hospital Scientist		
<b>Role Created/ Reviewed Date:</b>	Created Jul 2024		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children’s Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)		

## ROLE CONTEXT

### Primary Objective(s) of role:

Provides administrative and project-based support to the Rheumatology Unit and staff which contributes to the smooth operation of the Rheumatology research activities. This will involve assisting with the coordination and maintenance of projects, organisation of patient visits, correspondence, administrative tasks and the collection and entering of data into specialised clinical databases. The role is varied and involves a high level of organisation, oversight and documentation of clinical research data. This entails using a teamwork approach, the ability to work independently to ensure that all work is completed in a timely and accurate manner.

### Direct Reports:

The incumbent is responsible and reports to the Senior Medical Scientist, RAH Rheumatology. The incumbent works collaboratively with other researchers in the Rheumatology Unit on research activities.

### Key Relationships/ Interactions:

#### Internal

- Accountable to the Rheumatology Senior Medical Scientist and the Head of the RAH Rheumatology Unit.
- Liaises with the team of Rheumatology Clinical Researchers in the execution of specific clinical cohort study and related clinical trial requirements and duties.

#### External

- Interacts with research collaborators, trial sponsors, service providers, research services and other departments within the Central Adelaide Local Health Network (CALHN).

### Challenges associated with Role:

Major challenges currently associated with the role include:

- During peak periods, may be required to work out of hours or additional days to achieve outcomes within time frames.
- Diverse workload with conflicting timelines makes prioritising of duties essential to ensure that urgent items are dealt with within set deadlines.
- Need to develop cohort specific working knowledge of medical terminology and rheumatological diseases.

### Delegations:

**Delegated Level: Nil**

**Staff supervised: Nil**

### Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.  
The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

## General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.*
- *Relevant Australian Standards.*
- *Duty to maintain confidentiality.*
- *Smoke Free Workplace.*
- *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

## Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to both CALHN and the broader SA Health values and strategic directions.

## Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Commitment:**

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Integrity Statement:**

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Assist the Clinical Research Team in the provision of Administrative Support. This could be achieved by:</p>	<ul style="list-style-type: none"> <li>• Management of research-related tasks including preparing patient visits, dealing with patient/research correspondence, and liaising with Unit clinical and administrative staff regarding patients for potential inclusion in research projects.</li> <li>• Following established ethical guidelines and standard operating procedures in the collection of clinical data and/or administration of clinical trials/research projects. Updating databases and ensuring accuracy and integrity of research data.</li> <li>• Ensuring compliance with trial protocols and guidelines: identifying potential problems and/or inconsistencies and report/take action as appropriate.</li> <li>• Provide accurate information when responding to requests for data or general enquiries and when preparing <i>ad hoc</i> reports upon request.</li> </ul>
<p>Ensure the efficient use of information technology applications such as Microsoft Word, Access, Excel, Filemaker pro, REDCap etc by:</p>	<ul style="list-style-type: none"> <li>• Designing and producing simple and complex documents from a variety of means. For example, simple documents such as letters, spreadsheets, memos, to more complex work with established databases.</li> <li>• Providing one-on-one instruction to Unit users as required within the range of expertise and responsibilities.</li> <li>• Suggesting and using new technologies to respond to the ongoing needs of the Unit.</li> <li>• Fault finding and reporting computer needs/problems so that information systems can be effectively managed.</li> </ul>
<p>Quality Control and Improvement</p>	<ul style="list-style-type: none"> <li>• Maintaining a strong customer focus;</li> <li>• Ensuring a commitment to continuous improvement;</li> <li>• Participating in the design, conduct and reporting of quality assurance programs in the Unit;</li> <li>• Assisting in planning improvements and changes to procedures e.g. devise and/or follow up recommendations from quality assurance programs;</li> <li>• Attending and participating in meetings and training workshops;</li> <li>• Participating in staff development activities.</li> </ul>
<p>To contribute toward the provision of a safe and healthy work environment for self and others by:</p>	<ul style="list-style-type: none"> <li>• Reporting all accidents, incidents and near misses;</li> <li>• Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others;</li> <li>• Contributing to the maintenance of a healthy, safe and equitable working environment.</li> </ul>

# Knowledge, Skills and Experience

## ESSENTIAL MINIMUM REQUIREMENTS

### **Personal Abilities/Aptitudes/Skills:**

- Ability to operate a computer and utilise basic software including a range of Microsoft applications.
- Ability to write in clear handwriting.
- Excellent oral skills in communicating with professional and lay clients.
- Timely and diplomatic telephone skills.
- Ability to promote team spirit.
- Ability to follow written and verbal direction accurately.
- Ability to communicate and negotiate effectively with all levels of staff.
- Ability to work under direction and use established routines, methods and procedures.
- Ability to independently solve problems by reference to documented procedures, methods and instructions.
- Ability to exercise knowledge of requirements relating to general administration.
- Ability to exercise discretion, judgement, and confidentiality at all times.
- Ability to produce work of a high standard and meet deadlines.
- Interpersonal relationship skills, empathy, sensitivity, and professionalism.

### **Experience**

- NIL

### **Knowledge**

- Some knowledge of office procedures and customer service.
- Knowledge of staff responsibilities in the areas of Equal Employment Opportunity and Occupational Health Safety and Welfare and the commitment to implement these principles.
- Completion or willingness to undertake relevant studies or staff development training e.g. Training in ICH GCP (Good Clinical Practice Guidelines for Trial Operations), database management.

## DESIRABLE CHARACTERISTICS

### **Educational/Vocational Qualifications**

- Qualification in a Health Science field or working toward such a qualification.
- Experience in a Rheumatology Unit.
- Experience working in a hospital environment and/or with hospital computerised systems.
- Experienced in working in the Clinical Trial setting.

### **Experience**

- Access, Filemaker and Power Point computer programs and data entry.

### **Knowledge**

- Knowledge of interrelationship of hospital departments and hospital policies and procedures.

## Organisational Context

### Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA For Official Use Only – IV7

Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Division/ Department:**

The Rheumatology Unit is part of the Royal Adelaide Hospital, Central Adelaide Local Health Network. It includes a team of researchers that aims to add scientific rigor to the management of Rheumatic Disease by following cohorts of patients with rheumatic diseases and trialling innovative therapies in a safe and controlled environment.



## Values and behaviours

### Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

#### Values

*People first*

#### Behaviours

- I am there for my patients and colleagues when they need me most.
- I put myself in my patients and colleagues shoes to understand their needs.
- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.
- I respect uniqueness in my colleagues, our patients and their families.

*Ideas driven*

- I look and listen to ensure I fully understand the problem and find a solution.
- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.
- I invest in my own learning and look for opportunities to explore and introduce new ideas.
- I am interested in critical research and how it informs creative thinking.

*Future focussed*

- I embrace leading practices and use them to evolve our ways of working.
- I lead and support change to improve patient and organisational outcomes.
- I am constantly on the look-out for opportunities to improve.

*Community minded*

- I put my hand up to lead work that matters.
- I am accountable and focused on value.
- I value and champion diversity.
- I embrace collaboration and constructive partnerships.

## Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of CALHN as described within this document.

**Name:**

**Signature:**

**Date:**