

## Job Description



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<b>Job Title:</b>	Resource Coordinator
<b>Department:</b>	Centre for Ocular Research & Education (CORE)
<b>Reports To:</b>	CORE Administrator
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	December 2019

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### **Primary Purpose**

The Resource Coordinator position is responsible for scheduling study participants and physical resources and is the first point of contact for arrivals to CORE. It is responsible for the smooth daily operation of the CORE administrative office and the storage of confidential study records and regulatory documents. The incumbent(s) also provides support for the CORE Recruitment Team, Research Assistants, researchers and other staff as needed. This position is contingent upon funding.

### **Key Accountabilities**

#### **Study Participant Interaction**

- Schedules study participant appointments and required resources such as research personnel, space and equipment according to specific protocol requirements for each study.
- Sends appointment reminders and related instructions to study participants and receives them on arrival for their appointment.
- Assists with the recruitment of study participants.
- Organizes resources, such as chaperones, for after-hours appointments.
- Witnesses the informed consent process for study participants.

#### **Administration**

- Organizes the compilation, storage and then final archiving to the UW off-site storage facility of clinical research forms, study participant folders and regulatory documents.
- Completes UW, regulatory and study training as required.
- Orders and manages office supplies.
- Stocks consulting room supplies and oversees general preparedness of the rooms.
- Maintains records of visitors to CORE.
- Assists with the coordination of department shipping according to UW policy.
- Assists with completion of other administrative tasks as may be requested from time-to-time by the CORE Administrator, Head of Clinical Research or other members of CORE.

#### **Financial**

- Manages the reimbursement of study participants which includes preparing, signing and reconciling cheques to a maximum of \$299.00 per study participant as well as distributing gift cards as per policy dictated by the UW Finance department.
- Orders, dispenses and reconciles parking reimbursements for study participants.
- Maintains a UW Purchasing card according to UW policy

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### Required Qualifications

<b>Education</b> <ul style="list-style-type: none"><li>• A high school diploma or an equivalent combination of education and experience is required.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• A minimum of 3 years' experience, preferably in a health care setting, is desired.</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Strong customer service, organizational and time management skills are essential.</li><li>• Excellent written and verbal communication skills as well as attention to detail are required.</li><li>• Ability to manage a high volume of work with conflicting priorities and deadlines.</li><li>• Ability to exercise judgement and discretion when handling confidential information.</li><li>• Ability to work independently and as a team member in a busy and varied environment is needed.</li><li>• Knowledge of Microsoft Office is required.</li><li>• Knowledge of optometric terminology and vision care is a definite asset.</li></ul>

### Nature and Scope

- **Contacts:** The incumbent is required to have strong interpersonal and customer service skills as they are the front line contacts for people visiting or calling CORE. Internally, the incumbent works with the research staff and other support staff to obtain, clarify and discuss study related information. They interact extensively with study participants in order to recruit and schedule appointments throughout their involvement in studies. Additionally, the incumbent interacts with other departments within the School of Optometry and Vision Science as well as local practitioners to gather information needed for study participants.
- **Level of Responsibility:** The incumbent must understand and adhere to the protocol requirements and timelines that are specific to each study which includes completion of all required training. Considering that there can be 5 to 10 studies running at any one time, remembering the details for each can be quite challenging. This position is an integral part of the research team. The incumbent is responsible for guiding the study participants through the scheduling process, providing instructions specific to each study visit and ensuring that they attend appointments as specified by the individual study protocols. The incumbent is also responsible for storing study source documents and archiving them at the end of the study. In addition, the incumbent is responsible for managing the payment of study participants to a maximum of \$299.00 per study participant. This requires them to prepare, sign and reconcile cheques as per policy dictated by the University of Waterloo Finance department which delegates sole signing authority within the department for these cheques to the incumbent.
- **Decision-Making Authority:** Dealing with study participants sometimes requires decision-making or problem solving skills. The incumbent is required to demonstrate judgment and tact as they attempt to schedule study participants into somewhat inflexible study schedules. The incumbent must be aware of when they can make decisions on the scheduling of protocol deviations and adverse events as well as what requires urgent care and when they must consult with a supervisor or study investigator.
- **Physical and Sensory Demands:** This position experiences demands typical of an administrative position operating within a fast-paced office environment where there is extensive computer work and some lifting of boxes containing study documents and supplies.
- **Working Environment:** The incumbent is required to occupy a busy open office shared with one other individual with many people passing through. Therefore the incumbent needs to demonstrate they can concentrate on work tasks despite multiple distractions.