

Position Description



1. General Information

Position Title:	Research Program Manager
Division/Department:	Jreissati Family Pancreatic Centre at Epworth
Position Reports to:	Centre Program Manager, Jreissati Family Pancreatic Centre at Epworth
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Work location	Epworth Corporate
Employment Status:	Full time, Fixed term
Resource Management (for Management Positions only) Number of Direct Reports: Budget group	Up to 12 research staff and students Jreissati Family Pancreatic Centre at Epworth Operating Budget (knowledge of)
Key Relationships - internal and external:	Internal: <ul style="list-style-type: none"> • Jreissati Family Pancreatic Centre at Epworth Staff • Epworth Office for Research and Group Manager Research Operations • Clinical Trials and Research Centre staff • Principal Investigators, Co-investigators and associated clinical trials medical staff • Multidisciplinary team members • Hospital staff as required • Research participants and their carers • Epworth Medical Foundation as required External: <ul style="list-style-type: none"> • Patients / Consumers • Appropriate Funding bodies and benefactors • State and government bodies • External hospitals, laboratories and diagnostic imaging centres • Clinical Research Sponsor representatives from pharmaceutical companies and collaborative groups

	<ul style="list-style-type: none"> • Appropriate Professional bodies
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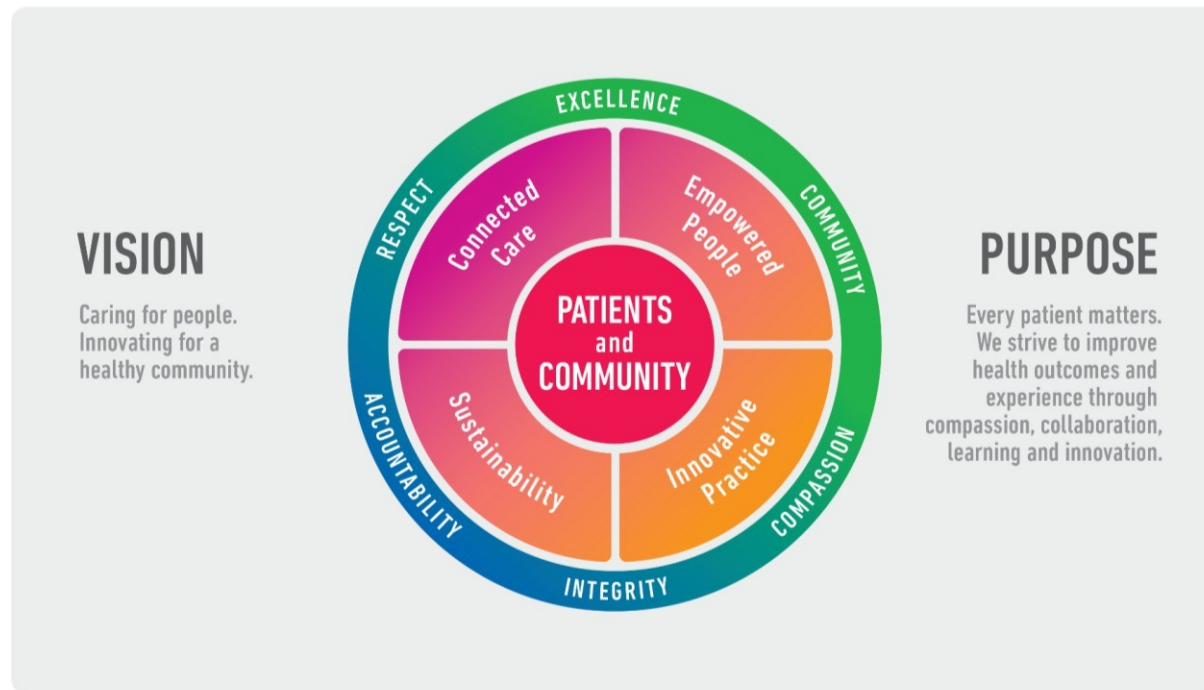
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Connected Care – Partner with our patients through an integrated, holistic experience tailored to their needs and choices, enabling them to achieve their wellness potential
Empowered People – Enable and empower our people and teams to be their best and make a difference to the patient experience
Innovative Practice – Make a difference to our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery
Sustainability – Be accountable to use resources wisely; to ensure organisational sustainability, enhance access, support the patient journey and create greater capacity for care.

4. Purpose of the Position

The position of Research Project Manager reports to the Centre Program Manager of the Jreissati Family Pancreatic Centre at Epworth (the Centre) and, under their direction, fulfills the intentions of the Centre to initiate and conduct world-class research into pancreatic cancer. This position engages with Epworth clinicians and researchers and their collaborators to facilitate the design and conduct of research within the Centre. The position will:

- To implement and manage the research programs within the Centre.
- Have oversight of study related finances and budget milestones, invoices and payments and supervise staff employed within the Centre.
- With the Epworth Medical Foundation, be aware and assist with fundraising strategies including individual donors, philanthropic foundations, corporate and grant bodies by preparing appropriate funding applications

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Program Management Responsibilities:</p> <p>Develop and execute project plans for identified research programs</p>	<p><u>Key aims:</u></p> <ol style="list-style-type: none">1. Delivers quality research projects for the Centre.2. Growth in high quality research projects, delivering on outcomes aligned with the Epworth HealthCare research strategy3. Commence up to 5 new collaborative projects with more than one discipline each year4. Develop and monitor research projects by organising, tracking and reporting on a to-be determined mixture of:<ul style="list-style-type: none">• Research stakeholder engagement (organise regular meetings, monthly reports, etc.)• Research project execution (defining and tracking progress, overcoming obstacles, etc.)• Internal and external academic marketing (publications, internal conferences, etc.)• Staffing (work with management to ramp teams where appropriate)• Finance, under advisement of Centre Program Manager (budget tracking, academic grant and philanthropic processing, etc.)• Academic event management (organising and supporting seminars and representation at conferences both internal and external)• Ensure clinical research is performed at an appropriate standard (GCP)• Legal (compliance, disclosure, Non-Disclosure Agreements, etc.)• Organization of Research Teams and appropriate prioritisation of projects activities

<p>Research Excellence:</p> <p>Successful completion of essential research activities</p>	<ul style="list-style-type: none"> • Identify and monitor progress of agreed KPIs • Implemented key research projects; monitor study related finance and budget milestones, invoices and payments • Maintain high site performance with accurate and comprehensive research study files and documents • Demonstrated compliance with the requirements of ICH GCP, TGA guidelines and the NHMRC National Statement on Ethical Conduct in Research Involving Humans, ensuring that research is performed within these guidelines and in accordance with the policies of the pharmaceutical companies sponsoring the research. Manage staff performance development and evaluations, professional development and occupational health and safety issues • Manage staff workflow • Provide advice to clinicians on implementing investigator-lead research studies • Conduct research in line with Epworth research policies and procedures
<p>Communication:</p> <p>Professionally engage key internal and external stakeholders</p>	<ul style="list-style-type: none"> • Maintain appropriate communication with key internal and external parties • Communicate effectively with investigators and research participants • Liaise with Sponsors and Cancer Trials Australia for research activities on site related issues • Where appropriate, coordinate and manage third party service provider activities (pharmacy, pathology and radiology) • Prepare high quality research written reports as required (e.g. progress reports, grant applications, etc) • Contribute to business proposals for key industry and academic stakeholders, partners and collaborators • Establish regular research team and key stakeholder meetings
<p>Business Planning:</p> <p>Raise Department's research awareness and engagement with all key stakeholders</p>	<p>With management: -</p> <ul style="list-style-type: none"> • Identify appropriate strategies for establishing, building and maintaining collaborative business networks • Identify and implement key communications strategies with key stakeholders • Develop and implement promotional activities and programs as required

<p>Education:</p> <p>Maintain the highest standard of knowledge and skills required for undertaking the role</p> <p>Provide research educational forums for researchers and staff</p>	<ul style="list-style-type: none"> • Provide key stakeholders and research participants with accurate, timely study related knowledge at appropriate intervals • Structure formal workshops to inform management of achievements and progress against business plan and projections
<p>Team:</p> <p>Successful team integration and support</p>	<ul style="list-style-type: none"> • Foster a positive and vibrant research team through good management practice, fairness and equality • Ensure staff are aligned with the Epworth values and behaviours • Strive to meet corporate KPIs with respect to absenteeism and professional development • Attend research meetings as required and chair where appropriate • Provide support for other colleagues associated with the research programs of the Centre • Undertake key tasks or projects as requested by management • Manage and oversee the day to day research activities of the Jreissati Pancreatic Centre • Conduct regular performance reviews and set clear development goals for team members • Attendance and active participation in departmental and multidisciplinary team events and activities • Attendance at research meetings as required and chair where appropriate
<p>Quality Improvement:</p> <p>Strives to consistently improve service delivery</p> <p>Provides suggestions and feedback to the Director on quality activities</p> <p>Actively participates in quality improvement activities within the department</p>	<ul style="list-style-type: none"> • Evidence of participation in quality improvement activities • Improvement in performance of clinical research
<p>Governance:</p> <p>Meet all governance standards and benchmarks required for clinical research</p>	<ul style="list-style-type: none"> • Oversee all human research ethics documentation for study submissions or amendments, and provide study progress and final reports as required • Advise key stakeholders, investigators and clinicians on research governance standards, procedures and documentation required • Ensure all clinical trials are conducted according to study protocols and relevant legal and regulatory bodies including Good Clinical Practice (GCP) and other relevant guidelines such as the International Conference of Harmonisation (ICH) guidelines and APMA guidelines • Adhere to, support and develop research specific policies, standard operating procedures and guidelines

<p>Personal and Professional Development:</p> <ul style="list-style-type: none"> • Recognise and respond to the need for professional growth and development • Act in a consultative and educational role within Epworth HealthCare and provide regular feedback to staff • Show evidence of involvement in research initiatives to support and grow MOCTU • Ensure current practices are evidence based <p>Participate in the ongoing professional development of self, colleagues and the wider Epworth HealthCare community by upgrading competencies and knowledge and participating in both internal and external educational opportunities</p>	<ul style="list-style-type: none"> • Completion of annual performance appraisal • Completion of objectives outlined in self-development plan (provide evidence of) • Completion of objectives outlined in self-development plan (provide evidence of) • Active participation in relevant professional organisations • Participation in in-service and educational activities and events • Undertake and maintain all required training including GCP, Dangerous Goods, study specific, and all internal training as required • Undertake self-directed and formal clinical and research topic learning • Participate in and support the Office for Research with research-related activities, including Research Breakfasts, Research Week and Research Reporting • Evaluate personal performance and completes annual professional development plan • Complete annual and biannual mandatory training activities •
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<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Role model and actively promote a culture of high-quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as compliments, complaints and Press Ganey) to identify breakdowns in internal processes and 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner
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<p>systems that directly impact patient care and customer service</p> <ul style="list-style-type: none"> • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	
<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency

<ul style="list-style-type: none"> Ensure all direct reports are held accountable for safety performance and actions 	
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6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> A relevant tertiary qualification in science, health care or related field Demonstrated experience in clinical trials Extra qualifications in clinical research competency (e.g. GCP, GD, A-CTEC training, etc) <p>Desirable</p> <ul style="list-style-type: none"> Post Graduate qualifications in relevant field Prior experience in pancreatic cancer clinical trials
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> Demonstrable experience in research development and clinical trials conduct Sound experience in evaluating and assisting with research project development and implementation Experience in provision of education, training and support within a similar sized department Experience in the development of research related processes, protocols, templates, tools and procedures <p>Desirable</p> <ul style="list-style-type: none"> Working knowledge of good clinical practices related to research and to regulatory and ethical framework of Australia and overseas.

Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Knowledge and commitment to Acts, Agreements and Epworth Healthcare directions, policies, procedures and staff code of conduct • Sound computer literacy and a sound understanding of word, excel, email etiquette & research databases/online systems • Practical knowledge in regards to the development and conduct of clinical research • A sound knowledge base in respect to grant funding applications and management • Extensive knowledge of Research Ethics and Governance, procedures, requirements and legislation • Demonstrate role model behaviour • Experience in project management • Demonstrable excellence in customer service • Effective communication and interpersonal skills • Demonstrated time management skills • Demonstrates attention to detail
	<p>Desirable</p> <ul style="list-style-type: none"> • Demonstrable understanding of the research development cycle • Experience in negotiating research budgets • Demonstrated ability to develop collaborative and mutually beneficial relationships with internal and external stakeholders
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Respect • Excellence • Compassion • Community • Integrity • Accountability 	<p>Essential</p> <ul style="list-style-type: none"> • Belief in patient centred care • Committed to providing a safe environment for patients & colleagues • Commitment to continuous improvement and customer service • Commitment to self-development & learning • Demonstrate an innovative, proactive and creative mindset • Professional work ethic • Practices within the ethos of the Epworth HealthCare Values & Behaviours <p>Desirable</p> <ul style="list-style-type: none"> • Self-motivated and self-directed

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
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March 2019		Group Director, Research Development at Epworth
August 2020		Project Officer – Jreissati Family Pancreatic Centre
October 2025		Centre Program Manager – Jreissati Pancreatic Centre

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name:

Date:
