the CTN
CIHR Canadian
HIV Trials Network

le Réseau
Réseau canadien
pour les essais VIH des IRSC

CHÉOS
Centre for Health Evaluation
& Outcome Sciences

Job title:	Program Operations Coordinator
Departments:	Centre for Health Evaluation and Outcome Sciences (CHÉOS) & CIHR Canadian HIV Trials Network (CTN) at the Providence Health Care Research Institute (PHCRI)
Location:	St. Paul's Hospital, Vancouver, BC
Salary:	Salary commensurate with experience; competitive benefits package including four weeks of paid vacation to start, extended health and dental plans, and membership in the Municipal Pension Plan
Desired Start Date:	As soon as possible
Full/Part-time:	Full-time
Position status:	This is an on-going, regular-status Providence Health Care position (union-excluded); however, all research positions are dependent on grant funding
Term:	The initial term of this role is expected to be at least two years in duration and renewable, should grant funding continue to be available
Application Closing Date:	Open until filled
How to Apply:	Interested candidates should email their resume with cover letter to hr@cheos.ubc.ca

Equity and diversity are essential to research and academic excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person who identifies as First Nation, Metis, Inuit, or Indigenous.

Job Summary

This position is supervised by the Chief Clinical Research Officer (CCRO) but also performs tasks to assist the Chief Administrative Officer (CAO). Primary responsibilities include:

- Collecting study enrollment numbers, maintaining the study enrollment database and processing site payments for the CTN.
- Developing and maintaining processes for project requirements, this includes, but is not limited to: facilitating the intake of new CTN investigators; assisting and maintaining records for the regular and pilot study submission processes.
- Support the CCRO and CAO in the administration of all CTN projects, including preparing spreadsheets and updates for semi-annual meetings; compiling information for annual CIHR reports; documenting

internal process documents to help streamline internal workflow; and preparing updated information for internal and external meetings.
- Liaise with CTN and study site personnel to maintain updated details about the CTN personnel directory and additional information as required.
- Support the Director of Regulatory Affairs and Quality Assurance with maintaining and liaising with staff regarding their organizational training requirements and co-managing the process of updating and maintaining the organization's Standard Operating Procedures.

The Program Operations Coordinator works closely with CTN/CHÉOS staff including physicians, epidemiologists, research nurses, research coordinators and assistants, data managers, programmers, project managers, biostatisticians, graduate students and fellows.

Located at St. Paul's Hospital, CHÉOS is an interdisciplinary collective founded to pursue excellence in health outcomes research. In addition to conducting its own research, the Centre's other primary function is to offer methodological expertise to other researchers, including assistance with study design, statistics, health economics, data management, and grant facilitation for both health outcomes research and clinical trials. The Centre consists of 75+ faculty members and 130-150 staff and research personnel.

The CTN is an innovative partnership of clinical investigators, physicians, nurses, people living with HIV/AIDS, pharmaceutical manufacturers and others that facilitate HIV clinical trials of the highest scientific and ethical standards. Established in 1990 as a cornerstone of the federal AIDS Strategy, the CTN is funded by the Canadian Institutes of Health Research (CIHR), and jointly sponsored by the University of British Columbia (UBC) and St. Paul's Hospital (Providence Health Care) in Vancouver.

Work Performed

- Facilitate the intake of new CTN investigators, triage communications as necessary, and provide new investigators with the endorsed agreement signed by the CTN's National Director.
- Assist with and maintain records for the regular and pilot CTN study submission processes.
- Inspect, track, and maintain the CTN submission and approval database. Provide the CCRO and CAO with an overview of service and funding requests during each submission cycle. Support the CAO/CCRO to prepare for the CTN Funding Committee meetings by providing retrospective and prospective funding and financial information.
- Assist the CCRO with CTN Core co-lead communication during the submission process, in preparing for the semi-annual meetings, and between meetings. This includes providing semi-annual updates to the Core co-leads about project status within their Cores.
- Assist the CCRO and CAO with funder/organizational/committee reporting requirements, this may include: collecting and collating data/metrics, participating in working groups, and assisting with writing reports.
- Track and manage the study agreement (contract) process for the CTN, this includes liaising with the UBC/PHC Clinical Research Contracts and Grants Manager and providing regular updates to the CCRO/CAO about agreement status. Communicate completion of agreement negotiation and date of full contract endorsement to all required parties (this may include the project managers and department leads).
- Track and manage site/project quarterly enrolment (and annual) payment processes including updating fiscal year breakdown by study and quarter. This includes: providing the CTN report template to the project lead when required and obtaining a completed report and institutional financial statement,

ensuring payee and vendor information is up-to-date for studies receiving quarterly payments based on active study participants, and paying studies receiving quarterly payments based on active study participants.

- Liaise with site coordinators/administrators, CTN committee chairs/CTN ex-officio personnel, and CTN investigators to ensure that the CTN e-directory is current. The Program Operations Coordinator cordially and efficiently engages with all internal and external CTN personnel and acts as a central point of contact to triage questions and queries to staff.
- Document and maintain internal work process documents, coordinate quarterly internal research operations meetings, and assist with other internal initiatives (e.g., file structure, software needs assessment) that promote process improvement and transparency.
- Communicate details of tasks listed above to National Centre staff as needed.
- Maintain the Quality Assurance page of the Clinical Trial Management System (CTMS) SharePoint site, assist the Director of Regulatory Affairs and Quality Assurance with maintaining and liaising with staff regarding their organizational training requirements, and maintain all training records for those staff designated as part of the Quality Assurance training program.
- Co-manage the day-to-day aspects of Standard Operating Procedure (SOP) reviews and updates (assisting within the Quality Assurance function and handling the daily administrative tasks by managing SOP review status within the organization).
- Liaise with project managers and department heads to answer questions and provide information as needed.
- Other duties as may be assigned.

Supervision Received

Reports to the Chief Clinical Research Officer, works closely with and takes direction from the Chief Administrative Officer and Director of Regulatory Affairs and Quality Assurance.

Supervision Given

This position does not include supervision of other staff.

Consequence of Error/Judgement

Working with unpublished clinical trial records and study data, this position entails a high level of confidentiality. Implications of decisions or advice may result in restricted operations and legal and/or financial liability. Poor judgment or failure to act in a professional, tactful manner may have an adverse effect on the image of the Centre/Network.

Working Conditions

We are predominantly working from home during COVID-19 research curtailment period. The position is typically based in CHÉOS located at St. Paul's Hospital with appropriate work space provided. Travel to meetings and conference may be required from time to time.

Qualifications

Undergraduate degree and a minimum of five years' experience or the equivalent combination of education and experience. Previous experience working with health care researchers, or working in administration in a

research area at UBC or its affiliated hospitals are an asset but not required. Experience with SharePoint considered an asset. Other qualifications and experience include:

- Superior computer skills – MS Office, Adobe Acrobat, SharePoint;
- Superior attention to detail and consistent ability to perform work with accuracy;
- Excellent written and oral communication skills;
- Strong interpersonal skills and the ability to work well independently and within a team;
- Organized with the capacity to multi-task, prioritize, and work under pressure to meet deadlines;
- Ability to exercise tact, discretion, and diplomacy.

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

We thank all applicants for their interest in this position. Only those selected for an interview will be contacted.