

Job title:	Research Support Specialist
Department:	Centre for Health Evaluation and Outcome Sciences (CHÉOS) & CIHR Canadian HIV Trials Network (CTN) at Providence Research (PR)
Location:	St. Paul's Hospital, Vancouver, BC — flexibility for remote work arrangements available (in line with PHC policy)
Salary:	Salary will be in accord with experience
Desired Start Date:	As soon as possible
Full/Part-time:	Full-time (37.5 hours/week)
Term:	The term of this role is anticipated to be a 6 month leave coverage, with the possibility of extension
Application Closing Date:	Open until filled
How to Apply:	Interested candidates should email their resume and 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 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. CHÉOS welcomes a broad range of applicants and accommodations are available for candidates taking part in all aspects of the selection process.

Who We Are

Bridging the gap between data, research, and care, [CHÉOS](#) is a collaboration between cross-disciplinary scientists and expert research staff evaluating the effectiveness of health interventions at the population level.

The [CTN](#) is a collaborative network committed to generating knowledge on the prevention, treatment, and management of HIV, hepatitis C, and other sexually transmitted and blood-borne infections (STBBIs) through the conduct of scientifically sound clinical trials, research, and other interventions.

From assessing the cost-effectiveness of a new drug or treatment option to informing policy decisions that change how care is delivered, CHÉOS and the CTN seek to improve health outcomes for all.

The Role

This position is responsible for coordinating research support services, service provision requests, and related administrative support. Responsibilities include:

- Screens incoming service requests for appropriateness, conducts follow-up, tracks progress and outcome of requests
- Participates in needs-assessment consultations which may include scheduling of meetings, follow-up with clients, and acting as project manager when necessary to ensure successful completion of services provided
- Ensures service staff track their time appropriately
- Participates in budget consultations with investigators as requested, coordinates budgets and budget justifications for grants and contracts in conjunction with the Director of Operations, Chief Clinical Research Officer, and Senior Operations Manager
- Develops, archives, and revises (as required) project scoping documents
- Ensures appropriate institutional contracts/internal agreements are in place for service provision
- As necessary, works with the Chief Clinical Research Officer, Senior Operations Manager, Project Managers, and Finance Team to ensure clients are billed accordingly and in a timely manner
- Evaluates current service provision, tracking, and related processes for efficiencies and possible improvements
- Assists senior leadership with determining policies and procedures related to the Centre's provision of research services
- Maintains accurate and complete data in the internal project management tracking (PMT) system
- Works with colleagues to continually improve and optimize the usage of the PMT system
- Supports the development and maintenance of service guidelines for staff
- Provides service provision reporting (internal and external)
- Other related duties as assigned

Skills and Qualifications

- Undergraduate degree in a relevant discipline and a minimum of three years experience or the equivalent combination of education and experience including:
 - Previous experience working with health care researchers
 - Familiarity with university research, teaching and learning environments
 - Critical and innovative thinking to support problem-solving/analysis
 - Ability to multi-task and to work under pressure to meet deadlines
 - Ability to exercise tact, discretion, and diplomacy
 - Superior computer skills – MS Office, Adobe Acrobat
 - Excellent interpersonal skills and able to work both independently and within a team
 - Aptitude in determining the nature and urgency of inquiries and issues, and triage appropriately

Covid-19 Vaccine Mandate

This position is located within a healthcare facility. Therefore, this position requires successful verification of full vaccination against Covid-19 provided prior to the start date, as required by the provincial health mandate.