

Research Navigation Coordinator

Job Status:	Regular Full-Time, Salary		
Department:	BC SUPPORT Unit	Job Number:	2017-03
Reports to:	Executive Director		
Effective Date:	October 23, 2017		
Application Deadline:	Open until position is filled.		

Position Summary

The [BC SUPPORT Unit](#) (the Unit) is a multi-partner organization created to support, streamline and increase patient-oriented research throughout BC. Patient-oriented research is research that: is done in partnership with patients; answers research questions that matter to patients; and, aims to improve health care. The Unit is one of ten SUPPORT (Support for People and Patient-Oriented Research and Trials) Units established across the country as part of Canada's [Strategy for Patient-Oriented Research](#) (SPOR) led by the Canadian Institutes of Health Research (CIHR). It is also part of the [BC Academic Health Science Network](#) (BC AHSN) with the network's [board](#) providing governance and oversight. The Unit is comprised of five regional centres which are the first point of contact for stakeholders. The Vancouver hub acts as a regional centre for the Vancouver area, and as a coordinating centre for the other regional centres (Fraser, Interior, Northern and Island) and other provincial activities in patient-oriented research. More about the Unit can be found on our website: www.bcsupportunit.ca.

Reporting to the Executive Director, this position coordinates activities related to inquiries coming to the Unit across the hub and regional centres. The position provides day-to-day support and guidance to stakeholders in the Vancouver area who are interested in patient-oriented research, as well as support for research navigation services across the Unit's regional centres.

Key Responsibilities

- Provide case management of the online inquiry process for the Unit provincially, ensuring that inquiries are responded to appropriately; monitors and tracks the process of inquiry responses.
- Maintain the online request form, making changes as necessary, using REDcap and working in collaboration with partner organizations with REDCap expertise.
- Provide support and work in collaboration with the SUPPORT Unit regional centres, ensuring consistent and coordinated approaches in service delivery, priority-setting, and decision-making.
- Provide support to research teams who want to conduct Patient-Oriented Research (POR), by raising awareness of the local supports and services to assist in planning and development of research projects. These might include REDCap data management services, statistical advice, data management advice, POR training and access to support for participant recruitment.
- Identify grant opportunities and support POR research teams in navigating the submission process, including reviewing submissions for completeness, alignment with funder's requirements and timeliness; maintains the Unit's Funding Opportunities webpage.

- Monitor grant applications supported by the Unit that are successful. Support the Scientific Director, including, but not limited to, providing support to method clusters, administrative support for the feasibility award (P2P) competition; writes letters of support, reports and other documents as needed.
- Provide learnings and ideas to the hub team to enhance and optimize the the support provided to POR grant applications and research activities.
- Perform environmental scans of other jurisdictions' planning and activities.
- Work in collaboration with the performance measurement lead, analyzing data and reporting and evaluating service delivery.
- Provide provincial leadership on research navigation processes where necessary (i.e., for all regional centres).
- Ensuring the hub operations team is kept apprised of developments in this portfolio.
- Providing support and acting as backup to other operations team members where needed.

This job description outlines the key responsibilities for the role, and is not meant to be exhaustive. Other responsibilities and tasks may be assigned, or may naturally become a part of this role over time.

Education/Work Experience

- Master's degree in health sciences, public health or related field with a minimum of three years related research/project management experience required.
- Experience managing projects, preferably in a research environment.
- Experience working with patients/public and special populations preferred.

Knowledge

- Good understanding of the research process (health research preferred) including research methods/design, knowledge translation, related funding opportunities and ethics approvals.
- Good understanding of the BC health care delivery system and its health authorities, and of BC's research-intensive universities.

Skills

- Demonstrated skills in research project development and in grant-writing.
- Demonstrated critical-thinking skills.
- Demonstrated interpersonal skills including the ability to: build and lead teams; influence colleagues to meet demanding project timelines; grow relationships; resolve conflict; and, use diplomacy.
- Demonstrated computer skills including the ability to work in an intermediate Microsoft Office environment, and utilizing a wide variety of software, including REDCap, data analysis packages such as SPSS/R and/or NVivo, WordPress, Drupal, social media, etc.

- Demonstrated ability to learn and ability to work within an environment of changing priorities. Ability to work efficiently with a high degree of accuracy and attention to detail. Ability to exercise good judgement, show initiative and be proactive.
- Demonstrated ability to communicate and persuade effectively both verbally and in writing, including technical writing.

Competencies

The Research Navigation Coordinator possesses and demonstrates the following LEADS Framework competencies that drive organizational success:

Lead Self

Time Management: Manages own work activities and delegates tasks to achieve maximum efficiency.

Mastery of Change: Accepting of new initiatives and leads the implementation process amongst team members.

Engage Others

Leadership: Facilitates, guides and mentors individuals and groups towards a vision, while maintaining group cohesiveness, motivation, commitment and effectiveness.

Communications: Communicates effectively both verbally, and in writing, so that messages are understood; understands the essence, subtleties and the intended audience of communications styles.

Achieve Results

Resource Management: Manages human, capital, financial and information resources so that organizational objectives are achieved.

Results Management: Plans and establishes courses of action for self and others that are results oriented.

Quality Improvement: Continuously identifies and implements improvements in work systems to ensure that the highest possible level of quality service is achieved.

Systems Transformation

Conceptual Skills: Identifies and analyzes situations and problems such that viable solutions are found. Approaches tasks and problems such that total systems and strategies are taken into account.

Systems Thinking: Aware of the interdependence of organizational systems and stakeholders and considers the whole in the formulation of solutions.

Develop Coalitions

Public/Community Focus: Responsive to the needs of health care, public, and community stakeholders and customers. Seeks partnership opportunities and actively promotes positive relations.

Team Focus: Strives to understand perspectives of team members, synthesizes with own opinion, presents convincing point of view, and resolves conflicts.

How to Apply

- Please email your resume and a cover letter outlining your interest and relevant experience to BC SUPPORT Unit human resources (hr@bcsupportunit.ca), with the subject line: "Research Navigation Coordinator Application."

The BC SUPPORT Unit thank all applicants for their interest. Due to the high volume of applications received, only short-listed candidates will be contacted.