

Position Description

Clinical Research Assistant

Classification:	Administrative Officer - Grade 2
Business unit/department:	Cancer Clinical Trials Centre
Work location:	Austin Hospital
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time or Part-Time
Hours per week:	40hrs (with ADO), or less by negotiation
Reports to:	CCTC Clinical Trials Tumour Stream Leader
Direct reports:	NA
Financial management:	Budget: NA
Date:	Feb26

Position purpose

The **Clinical Research Administration Assistant (CRAA)** role provides vital support to Clinical Trial Coordinators and contributes to the efficient operation of the unit to ensure high-quality clinical trial management. This support is carried out under the direction of CCTC Management, Study Coordinators, or medical staff. Flexibility is a key requirement of this role, as CRAAs will be required to provide support not only within their assigned team but also across the broader department.

Responsibilities include preparing trial-related documentation, collating patient travel and parking reimbursements, and uploading scans into trial portals. In addition, the role involves laboratory support tasks such as preparing and setting up trial biospecimen kits, processing biological samples, completing sample logs, coordinating the shipment of samples, and maintaining inventories of biospecimen kits.

About the Directorate/Division/Department

Cancer Services

All metropolitan-based Cancer Services at Austin Health have been delivered through the Olivia Newton-John Cancer Wellness & Research Centre (ONJCWRC) at Austin Hospital. This state-of-the-art facility offers individualised cancer care, supporting both patients and their families.

Clinical services are provided across a variety of inpatient and ambulatory settings. Inpatient care includes an acute oncology and clinical haematology ward, as well as a dedicated palliative care ward. Ambulatory services encompass Radiation Oncology, Day Oncology, Apheresis, and a range of multidisciplinary cancer clinics. Complementing this clinical care, the ONJ Centre also offers a comprehensive suite of wellness programs designed to support the physical, emotional, and spiritual wellbeing of patients throughout their cancer journey.

Austin Cancer Clinical Trials Centre (CCTC)

The Cancer Clinical Trials Centre (CCTC) is an integral part of Austin Health Cancer Services, conducting therapeutic and interventional cancer clinical trials across the Medical Oncology and Clinical Haematology tumour streams. The CCTC manages over 250 clinical trials concurrently ranging from Phase 1 (including First-in-human) to Phase 3, including a mix of investigator-initiated research, collaborative group studies, and pharmaceutical company-sponsored trials. There are over 60 dedicated and highly experienced staff working alongside more than 20 principal investigators to provide direct patient care and ensure the highest quality management of clinical trials.

CCTC comprises six tumour stream teams, each led a Team Leader. These teams include Study Coordinators (Registered Nurses), a Research Assistant, and a Clinical Research Fellow, supported by dedicated staff in ethics submissions, data management, finance, and quality assurance.

The atmosphere within the CCTC is energetic, friendly, and cohesive, underpinned by a strong work ethic shared by all team members.

Position responsibilities

Role Specific:

Clinical Trial Support

- Assist Clinical Trial Coordinators, Team Leaders, and Principal Investigators in the day-to-day management of clinical trials in accordance with study protocols and Good Clinical Practice (ICH GCP) guidelines.
- Prepare and maintain trial documentation, including patient shadow files, investigator site files, and timely submission of relevant documents to scanned medical records (SMR).
- Support patient-visit preparation by collating required paperwork, visit forms, diaries, questionnaires, and biospecimen kits.
- Organise patient appointments, imaging uploads, and trial-specific documentation.
- Assist with patient follow-up data collection and survival tracking under supervision.



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Data and Document Management

- Perform accurate data entry and maintain the CRAA database (HUB).
- Update study-specific trackers with training records and protocol-related information.
- Retrieve and manage patient medical records from internal and external sources.
- Photocopy, collate, file and archive documents as required.
- Support monitor and auditor visits, including setup and access coordination.

Laboratory and Specimen Handling

- Prepare, inventory, and restock biospecimen kits and trial-related supplies.
- In accordance with study specific protocol and lab manuals assist in the management of:
 - Setting up of trial specimen kits
 - Processing blood and urine samples (centrifugation, aliquoting, freezing).
 - Preparing blood smear slides and managing sample storage.
 - Coordinating sample shipments and maintaining logs.
- Maintain laboratory logs, freezer maintenance records, and ensure compliance with infection control and IATA shipping standards.

Patient and Logistics Coordination

- Submit reimbursement paperwork for patient travel and parking expenses.
- Maintain logs and supplies for parking passes and trial kits.
- Coordinate the collection and shipment of archival tumour tissue and imaging (CDs/DVDs).
- Upload imaging to trial portals as per protocol requirements.

Communication and Team Collaboration

- Respond to patient and staff enquiries professionally and escalate issues as needed.
- Foster a collaborative and respectful team environment.
- Attend team meetings, trial initiation sessions (SIV), and other relevant forums as required.

General Duties and Compliance

- Work flexibly across tumour streams and adapt to changing priorities.
- Maintain a clean, organised, and safe work environment.
- Stay current with Austin Health policies and participate in training and development opportunities.
- Uphold confidentiality, workplace safety, and quality improvement standards.
- Participate in performance reviews and contribute to departmental goals.
- Perform other duties as directed to support the success of the Cancer Clinical Trials Centre.



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Selection criteria

Essential skills and experience:

- **Alignment with Austin Health Values:** Demonstrated commitment to the values of Austin Health: *Our actions show we care, We bring out our best, Together we achieve, and We shape our future.*
- **Technical Proficiency:** Advanced computer skills, particularly in Microsoft Office (Excel, Word), and experience working with databases and electronic records systems.
- **Biospecimen Processing Experience:** Experience in basic handling and processing biological samples (blood/urine); further training will be provided as needed.
- **Attention to Detail:** Proven ability to perform accurate data entry and maintain meticulous records in a clinical or administrative setting.
- **Organisational Skills:** Excellent time management and the ability to prioritise tasks effectively in a dynamic, deadline-driven environment.
- **Adaptability:** Demonstrated capacity to manage change and adapt to evolving operational and organisational needs.
- **Team Collaboration:** Ability to work collaboratively within a multidisciplinary team, contributing positively to team goals and culture.
- **Professionalism:** Strong interpersonal and communication skills, with a professional and proactive approach to tasks and responsibilities.
- **Work Ethic:** A reliable, enthusiastic, and self-motivated approach to work, with a willingness to learn and support others.
- **Task Ownership:** Appreciation for the importance of all tasks—regardless of complexity—in contributing to the smooth operation of the team.

Desirable but not essential:

- **Medical Terminology:** Familiarity with medical terminology and clinical documentation; training will be provided as needed.
- **Clinical Trials Understanding:** Knowledge of ICH-GCP guidelines and the clinical trials environment is advantageous; training available.
- **Oncology/Haematology Background:** previous experience in cancer settings advantageous.

Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



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Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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