

## 1. JOB DETAILS

**Job Title:** Research Healthcare Assistant

**Band:** 3

**Directorate:** Corporate

**Responsible to:** Senior Research Healthcare Assistant

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## 2. JOB PURPOSE

Under the direction of the Senior Research Healthcare Assistant (SRHA), provide research clinical support for the coordination of trial related procedures for patients in a research study and provide guidance and support the Research Healthcare Support Worker (RHSW). This includes the administration processes associated with sample management and other clinical duties as directed by senior research staff. Other trial related duties will include data management, collecting, uploading and supporting resolution of data queries whilst working to current regulatory guidance and Trust Policies and standard operating procedures (SOP's)

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## 3. DIMENSIONS

**Scheme of delegation for this post**

**Not required for this post**

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## 4. ORGANISATION CHART

Research Manager

Lead Research Nurse

Research Sister/Team Leader

Senior Research Healthcare Assistant

**Research Healthcare Assistant (This Role)**

Research Healthcare Support Worker

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## 5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

- Good level of general education (5 GCSEs grade A-C including English and Mathematics)
  - Typewriting skills including RSA Stage 2 Typing or equivalent
  - NHS experience is desirable
  - Venepuncture trained or willingness to undertake training
  - Knowledge of medical terminology desirable
  - Good working knowledge of Microsoft Office
  - Previous experience of a healthcare working environment
  - Ability to work well under pressure
  - Attention to detail and meet tight deadlines
  - Able to work alone or as part of a team
  - Ability to prioritise workload
  - Excellent organisation, verbal and written communication skills
  - Able to demonstrate initiative and confidentiality
  - Good use of computer and keyboard skills
  - Experience of using databases including extracting data and accurate inputting.
  - Internet, email & PAS experience
  - An aptitude to learn quickly
  - Good Customer Service skills
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## 6. KEY RESULT AREAS

### **Main duties include:**

- Be responsible for taking observations/bloods sample/urine dipsticks & ECGs and work with the senior nursing team to interpret and record these results and supervising the RSHW.
- Sample management, including preparing samples for testing and shipment where appropriate and supervise the RSHW as necessary.
- Support the SRHA in the preparation and set-up for patient clinics and supervise the RSHW as necessary.
- Be responsible for pre-screening patients for research trials
- Responsible for ordering clinical supplies via the in house ordering system
- Complete Electronic Case Report Form (ECRF) and answer data queries accurately and in a timely manner
- Registering patients on specific trials databases
- Undertake the management of delegation logs for each trial
- Manage the reimbursement of patient travel expenses and the booking of patient transport
- Support the SRHA in the preparation for Monitor visits and dealing with monitoring queries and follow up
- To support the SRHA with accurate and timely financial data upload to RADICO (internal finance database)
- Responsible for accurate EDGE (internal research database) data entry and cleansing.
- Collect patient prescriptions from Pharmacy as and when required
- Obtain patient data using specific in house systems and upload onto Trust and studies specific databases including EDGE
- Attend regular Multi-disciplinary Teams meetings (MDTs) along with the senior nursing team where appropriate

- Deal with face to face or telephone enquiries, convey messages and transfer calls as necessary, whilst maintaining confidentiality at all times.
- Calendar & email management of individual as well as generic accounts
- Liaising with sponsors & stakeholders
- General typing as and when required

**Other duties include:**

- Assisting the SRHA with duties in line with job description
- To input, retrieve and collect data and information using the Departmental and Trust computer systems.
- Receive and process incoming and outgoing mail (including generic email accounts) plus processing incoming telephone calls in accordance with local and Trust Policies.
- General duties including, filing, typing, scanning & photocopying.
- To communicate effectively and liaise with other professionals in a clear, concise and professional manner.
- Assisting the Senior Research Administrator (SRA) & Research Administrator (RA) with duties in line with job description
- To act as an ambassador for the department and promote its services.
- To undertake statutory training as required in accordance with Health and Safety regulations and the Trust's policies.
- To undertake Good Clinical Practice (GCP) training and updates as required.
- To participate in annual personal development review meetings (PDR's)
- Assisting with Patient, Public Involvement & Experience (PPIE) activities
- To ensure that security in the work environment is maintained, locking doors and windows, challenging unknown persons who enter the work area and by wearing the Trust identity badge at all times whilst at work.

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## **7. COMMUNICATIONS & WORKING RELATIONSHIPS**

### **Delivery Team**

- Lead Research Nurse
- Research Sister/Charge Nurse/Team Leader
- Senior Research Nurses
- Research Nurses
- Research Administrators
- Research Admin Assistants/Research Healthcare Assistants
- Research Support Assistants

### **Research, Development & Innovation**

- Director of Research & Development
- Research Manager and Assistant Managers
- Industry Operations Manager/Study Set up Manager
- Human Resources & Facilities Co-coordinator
- Finance Management Accountant
- PPIE Liaison/Charity
- Research Information Officer
- Research Administrators

### **Others**

- Research Network Staff

- Medical Staff – principal/co-investigators (consultants)
  - Nursing & other professional groups
  - RCHT Supporting Services
  - GP's and Practice Nurses
  - External Sponsors/Clinical Research Associates and Monitors
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## 8. MOST CHALLENGING PART OF THE JOB

- Working within an ever changing research environment
  - Working under pressure and to tight deadlines using your own initiative
  - Increasing participant recruitment into research in Cornwall
  - Working across specialties
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## 9. OTHER

- The post-holder must comply with all RCHT Policies and Procedures.
- The post-holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

**THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER**

## 10. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of Department Signature:

Date:

Title:

Please note:  
Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

**The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.**

## Person Specification For The Post Of: Research Healthcare Assistant

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
<b>QUALIFICATIONS</b>	<p>Good level of general education (5 GCSEs grade A-C including English and Mathematics)</p> <p>RSA 2 in typing</p>	EDCL or equivalent	<p>Application form</p> <p>Interview</p> <p>Certificates</p>
<b>EXPERIENCE</b>	<p>Experience of working in a healthcare environment</p> <p>Knowledge and experience of using computerised data systems e.g. Excel/Access/Word/PowerPoint</p> <p>Experience of using databases including extracting data and accurate inputting.</p>	<p>Experience of working within the NHS</p> <p>Experience of working within a research environment</p> <p>Experience of working to Good Clinical Practice (GCP) regulations</p> <p>Venepuncture training or willingness to undertake</p> <p>Knowledge of medical terminology</p> <p>IT systems (UNIT4 / PAS / NHS Mail)</p>	<p>Application</p>
<b>PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)</b>	<p>Excellent written and oral communication skills</p> <p>Excellent organisational skills</p> <p>Ability to prioritise workload</p> <p>Able to work alone or as part of a team</p> <p>Ability to meet deadlines in a busy</p>	Clinical skills	<p>Application</p> <p>Interview</p>

	<p>work environment</p> <p>Able to demonstrate initiative and confidentiality</p> <p>Ability to respond to urgent requests and demonstrate tact</p>		
<b>DISPOSITION / ADJUSTMENT/ ATTITUDE</b>	<p>Calm disposition and work well under pressure</p> <p>Confident manner and friendly approach</p> <p>Accurate and methodical</p> <p>Able to adapt to change</p> <p>Motivated</p> <p>Team player</p>	Health & Safety awareness	Interview
<b>TRAINING</b>	<p>Evidence of a willingness to undertake further training for personal development and maintain up-to-date skills or further skills, e.g. PAS training, MAXIMS</p> <p>Good Clinical Practice (GCP)</p> <p>Clinical training as necessary to fulfil the role</p> <p>NHS systems</p> <p>Mandatory training</p>		

<b>ADDITIONAL CIRCUMSTANCES</b>	<p>Frequent concentration required, during prolonged periods of working at PC workstation</p> <p>Awareness of exposure to confidential and sensitive research information</p> <p>Willingness to take on new skills and challenges</p> <p>Motivated and proactive</p> <p>Actively participate in all research meetings and events</p> <p>Adaptability to an ever-changing research environment</p> <p>Ability to travel across the Peninsula &amp; further when necessary</p> <p>The ability to travel independently between sites and have unrestricted access to a motor vehicle insured for business purposes</p> <p>Flexible working arrangements</p> <p>A Disclosure &amp; Barring Service check satisfactory to the organisation.</p> <p>Ability to undertake duties commensurate with the post</p> <p>OH clearance</p>		
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