

## **Job Description**

### **ADMINISTRATIVE/REGULATORY ASSISTANT**

Status: Full time, Monday – Friday

Hours: 0:800-16:00 (7.5 hours per day)

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#### **Job Summary**

The Administrative/Regulatory Assistant is responsible for a numerous business functions required to support research activities of the Victoria Heart Institute Foundation, including computer technical support, business clerical duties, regulatory support, records management, and receptionist duties.

The Administrative/Regulatory Assistant directly supports the Manager, Investigators, Research Nurses, Financial Officer/Fellowship Coordinator and the Regulatory Coordinator.

#### **Reporting Relationship**

The Administrative/Regulatory Assistant is an administrative position reporting to the Manager.

#### **Skills Required**

- Proficient computer skills and word processing.
- Express strong organizational skills with an ability to multi-task.
- Excellent written and verbal communication skills.
- Accurate keyboarding (50 wpm).
- Flexible nature, pro-active approach and a positive attitude.
- Ability to maintain a high level of confidentiality.
- Perform office related tasks in a timely manner.
- Eager to learn and able to adapt to new challenges.
- Ability to work independently as well as contributing to a team in a positive and effective manner.

#### **Responsibilities**

##### **1. Computer Technical Support**

- Perform various data entry and information retrieval tasks using computerized information systems (SADI).
- Work within two different operating systems (Ubuntu and Windows operating systems: Libra Office and Microsoft Office 2010).
- Data input into clinical electronic records.
- Trouble-shoot and assist with office computer issues, including web-based programs.
- Set up of new employee IT requirements including addition to network, printers and wireless connections.

- Help arrange and facilitate VHIF and VIHA security access (i.e. VIHA ID cards, office keys, and key fobs).
- Assist with SADI (database) issues.
- Address office printer issues.

## **2. Business Clerical Duties**

- Provide nurses with a copy of the VHIF Chart Access Consent Form (if not already filed into the scanned consents folder) for the nurses to obtain from their patients attending an office visit.
- Scan and save a copy of the VHIF Chart Access Consents into the scanned consents folder.
- Organize board meetings and staff social/educational events (i.e. catering).
- Help prepare documents for staff meetings.
- Desktop Publisher (i.e. creating newsletters, posters).
- Assist with completion of patient enrollment and screening logs.
- Assist staff with general administrative tasks (i.e. create and update lists, letters, and tables).
- Assist with entering new patients and appointments into SADI.
- Address and communicate with building maintenance (i.e. office repairs, and cleaners).
- Maintain and manage office equipment (i.e. laptops and projectors).
- Input nurses hours into spreadsheet (bi-weekly).
- Create a work station for new staff.

## **3. Regulatory Duties**

- Communicate and respond to sponsor requests.
- Assist with preparation and processing of sponsor correspondence to the Research Ethics Boards.
- Submit Periodic Safety Reports to the Research Ethics Boards.
- Circulate a current stamped copy of all External IND Safety Reports to the Principal Investigator of each study and file in the non-reportable section of the study regulatory binder.
- Create and distribute VHIF protocol/amendment attestation training letters.
- Create study binders, tabs, and labels.
- Assist with correlating the research ethics submission packages.
- Maintain a copy of current medical and nursing licenses.
- Maintain a copy of the current local RJH and LifeLabs reference ranges including current Diagnostic Accreditation Certificates.
- Enter into SADI all submitted and acknowledgements by the ethics committee.
- Assist monitors upon request during a site visit.
- Help circulate the documents to the research ethics office.
- Print off email communications for filing.

#### **4. Records Management and Filing**

- Maintain the Access Records and Media Management binder.
- Prepare closed studies for storage (creating letters to sponsors, boxing the studies, filling out the Access data indexing tracking sheets).
- Maintain office correspondence filing.
- Maintain the courier waybills file folder (only keep two months on file).
- Update the Curriculum Vitae (CV) of Investigators and Research Nurses annually (Feb) or as needed. Obtain an original signed and dated CV for filing.
- Scan in a copy of the current updated CVs and Licenses into the VHIF Admin/CV/License folders.
- Maintain shredding.

#### **5. Receptionist Duties**

- Collect the Global and Mail (front entrance).
- Greet arriving patients, sponsors representatives (monitors), visitors, and vendors (i.e. couriers).
- Answer incoming calls, provide information or direct calls.
- Retrieve daily answering machine messages; write out clear and concise messages.
- Receipt and distribution of incoming mail and courier packages.
- Update weekly the nurse on-call answering machine message.
- Call patients to confirm appointments. If necessary reserve taxis, Wheels for Wellness transportation or arranging accommodations at the Comfort Inn.
- Email Cardiology Fellows with daily physical exam requirements.
- Enter into the daily appointment scheduler which Cardiology Fellow conducted a physical exam or consented a patient.
- Print off the current updated Cardiology on-call schedule and distribute to the research nurses.
- Help circulate the Investigator "blue" envelopes to the Cath Lab or appropriate offices.
- Distribute or pick up documents to/from the different cardiology offices, as required.
- Stock the paper trays in the printer, fax machine and photocopier.
- Order dry ice (Simply Pure) upon request and arrange for a local courier (Dynamex) "hot" pick-up and return delivery service.
- Stock patient reimbursement forms and stamped envelopes.
- Maintain adequate inventory of office supplies, courier materials and special orders from a variety of vendors: FedEx Courier, Purolator Courier, Stericycle (sharps), San La Miguel – Level Ground Trading Company (coffee), BC Stevens (exam table paper), E. Madill Office Supplies (Gomadill.com), and ACME (toilet paper, paper towel, and hand soap).
- Maintain office equipment (printers, copiers, faxes, postage machine).
- Assist with general office/kitchen clean up.
- Help maintain kitchen supplies (i.e. milk and cream).
- Take out-going mail to postal box.

## **Education**

- Office Administration and/or Business Administration Diploma/Certificate or equivalent experience.
- Minimum High School Diploma

## **Experience**

- Research and/or working within a healthcare environment an asset.
- Previous (minimum two years) relevant office experience.

## **Applications**

Resumes with a covering letter are now being accepted at the Victoria Heart Institute Foundation. Please email to [kallen@vhif.org](mailto:kallen@vhif.org) or mail to the Victoria Heart Institute Foundation, 200-1900 Richmond Avenue, Victoria, B.C. V8R 4R2.

*The Victoria Heart Institute Foundation thanks all applicants for their interest and advises that only those candidates under active consideration will be contacted.*