Role profile

Job title: Follow Up Coordinator
Job family and level: Research & Teaching Level 4a
School/Department: School of Medicine, Division of Clinical Neuroscience
Location: Clinical Sciences Building, Nottingham City Hospital

Purpose of role

The successful candidate will work within a multi-disciplinary clinical trial team on large multicentre stroke trials. The Follow-up Co-ordinator will be responsible for follow-up visits, postal questionnaires and telephone calls. The role holder will be responsible for liaising with GP’s and hospital sites as part of the follow up process. The role holder will also be required to conduct audit and data checking of clinical trial paperwork to authorise trial payments. The role holder will be involved with several clinical trials and will be required to work with a team as well as independently. Travel within the UK and internationally may be required.

Main responsibilities
(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
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<tr>
<td>70%</td>
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1. Follow up telephone calls
   - To liaise with GP’s, hospital sites and data quality to confirm patient data
   - To arrange and perform Day 90/365 Follow Up calls with stroke trial patients
   - To manage the postal questionnaire Follow Ups
   - To enter confidential data onto a bespoke trial database
   - To manage follow up workload to ensure follow ups are conducted in a timely manner

2. Data checking and audit
   - To deal with data queries created by trial programmer and statistician
   - To deal with site investigator queries
   - To regularly audit follow up data entries on trial database to ensure accuracy and completeness of data

3. Professional responsibilities
   - To act as a resource for trial participants and site investigators
   - To be responsible for remaining adequately informed of current clinical stroke trials, R&D activity and trial regulatory requirements
   - To complete specific stroke trial assessment training
   - To identify personal and educational development needs associated with participation in current clinical trials and these are effectively communicated to the line manager
- To participate in the development of a personal development plan to meet identified needs
- To provide cross team cover for team absences
### Person specification

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<th>Essential</th>
<th>Desirable</th>
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| **Skills**       | ▪ IT skills including Microsoft Office, Outlook, Office 365, Mac and database entry  
                    ▪ Good interpersonal skills  
                    ▪ Good verbal and written communication skills  
                    ▪ Good presentation skills  
                    ▪ Attention to detail and ability to learn quickly  
                    ▪ Ability to prioritise own workload |                                              |
| **Knowledge and experience** | ▪ Clinical trial and research experience  
                                ▪ Experience of completing face to face assessments with patients  
                                ▪ Demonstrate current knowledge of ethics, R&D and Good Clinical Practice (GCP) | ▪ Experience of clinical stroke trials  
                                                                                     ▪ Experience of completing telephone assessments with patients  
                                                                                     ▪ GCP training |
| **Qualifications, certification and training (relevant to role)** | ▪ RGN with post registration experience in clinical research or  
                                ▪ Possess a first level degree in nursing or equivalent in psychology or a relevant healthcare profession or  
                                ▪ Possess a relevant science degree | ▪ Higher degree or equivalent ie. MSc  
                                                                                     ▪ Current NMC registration |
| **Statutory/legal** | ▪ Flexibility to work out of hours  
                                ▪ Ability to travel independently within the UK and internationally where required | ▪ Awareness of university procedures and relevant legislation |

The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

**Taking ownership**
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as H&S, EDI and other considerations.

**Forward thinking**
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

**Professional pride**
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

**Always inclusive**
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

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Line manager
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<td>Senior Clinical Trial</td>
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<td>Manager</td>
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Role holder
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<tr>
<td>Follow Up Coordinator</td>
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Key stakeholder relationships
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<tr>
<td>Site Investigators</td>
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<td>Colleagues</td>
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<td>PhD Students</td>
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