

**THE UNIVERSITY OF BRITISH COLUMBIA**

JOB DESCRIPTION

POSITION NUMBER:	00045809
BUSINESS TITLE:	Evaluation Coordinator, RSON
EMPLOYMENT GROUP:	Management&Professional (AAPS)
JOB FAMILY:	Research & Facilitation
JOB CODE:	183703 - Research&Facilitation, Level B
VP/FACULTY:	Faculty of Medicine
DEPARTMENT:	Family Practice
PAY GRADE:	7
SALARY LEVEL:	B

JOB SUMMARY

The Evaluation Coordinator, Rural Surgical Obstetrical Networks (RSON), Centre for Rural Health Research, is responsible for assisting the Principal Investigator and key stakeholder partners to undertake a comprehensive evaluation of BC's emerging Rural Surgical and Obstetrical Networks to demonstrate efficacy, show return on investment, and provide a framework for scaling up the innovative approach to meeting the surgical needs of rural populations to other jurisdictions.

The evaluation will be based on a plan for clinical surgical and obstetrical outcomes measurement at both a local and regional level as well as a process evaluation for RSONs. The primary goal of evaluation will be to develop and implement a robust framework for reporting key indicators of network health outcomes, experience of care, and cost-effectiveness.

The primary evaluation objectives include the development of a robust data platform to support the evaluation of network functioning and clinical outcomes and conducting of relevant, primary research on patient access to rural surgical services in BC.

The secondary objectives the network evaluation include:

- 1) Analyzing surgical and patient outcomes by facility;
- 2) Analyzing surgical and patient outcomes by stratified community;
- 3) Analyzing patient outcomes for the network population;
- 4) Analyzing Network process indicators including:
 - a) Mode and efficacy of network development
 - b) Network sustainability
 - c) Patient satisfaction
 - d) Provider satisfaction including sustainability of overall health services in small sites;

- e) Quantification of relationship effectiveness;
- 5) Analyzing the effect of RSONs on wait times for key procedures;
- 6) Analyzing rates of access to and uptake of diagnostic procedures for rural patients; and
- 7) Analyzing cost-effectiveness based on regional health services costs in meeting surgical demand.

Networks will be evaluated through a mixed-methods approach in order to capture both the process of network development and function and surgical outcomes at a community and network catchment level to gain a comprehensive understanding of surgical outcomes at a rural facility level and aggregate surgical outcomes for rural residents at a population level. Clinical measures at a local level will be based on rural relevant indicators that were identified through a Delphi process with key stakeholders. Administrative data will be used to capture surgical outcomes for rural residents at a population level (aggregated). Network process measures will be developed to document efficacy of the network structure including sustainability of all sites involved.

This position requires a dynamic and motivated individual who is passionate about health service evaluation, rural health care (specifically obstetrical and surgical care), maternity care and health care improvement. The work environment will be fast-paced with the opportunity to influence surgical service delivery in BC. The successful candidate will also contribute to the usual research facilitation activities within the context of the RSON project including the potential for the preparation of grants to secure leveraged funding and knowledge translation activities. The role demands independent although supported leadership. It is expected that, with support, the Evaluation coordinator will maintain a positive, productive and professional tone for the work environment.

ORGANIZATIONAL STATUS

The RSON Evaluation Coordinator will be housed at the Centre for Rural Health Research (CRHR), Department of Family Practice at UBC. CRHR is a clearing-house for academic and community-based researchers, policy makers, administrators and other key stakeholders working together to produce evidence to inform policy to sustain rural health care. CRHR programs are currently funded by CIHR, the Shared Care Committee, the Specialists Services Committee, the Rural and Remote Division of Family Practice and Interior Health Authority. The RSON project is funded by the Joint Standing Committee on Rural Issues, a collaborative Doctors of BC/Ministry of Health committee. CRHR is part of the Department of Family Practice, UBC and currently supports other SPOR and JSC project staff.

WORK PERFORMED

The RSON Evaluation Coordinator will be responsible for:

- a. Overseeing the evaluation of the Rural Surgical Obstetrical Networks including:
 - Preparing the administrative evaluation protocol, ethics application and data requests;
 - Developing the qualitative evaluation protocol;
 - Overseeing and participating in ongoing quantitative and qualitative data collection and analysis;
 - Drafting and reviewing project reports, manuscripts, and other knowledge translation materials.
- b. Administrative functions including:
 - Arranging project advisory meetings;
 - Liaising with key stakeholders to keep them informed of progress
 - Arranging fieldwork visits as necessary;
 - Participating in fieldwork as required;
 - Setting up and maintaining project grants;
 - Completing regular and ad-hoc financial tasks.
- c. Human resources including:
 - Supervising UBC Work Learn students;
 - Co-supervising, with the PI, Research Assistants and UBC FLEX medical students; ;
 - Organizing, supporting, and motivating the project team;
 - Drafting/revising job descriptions and coordinating the recruitment, hiring, and onboarding of new personnel.
- d. Project management including:

- Short-term and long-term activity and resource planning;
- Estimating costs and developing annual budgets;
- Monitoring overall progress and use of resources;
- Preparing quarterly financial and activity reports to funders;
- Planning and facilitating weekly RSON and CRHR team meetings and other events;
- Managing CRHR-wide matters with Co-Directors and other Coordinators
- e. Meeting with various RSON stakeholders (e.g., funders, other RSON pillars, data stewards);
- f. Developing grant applications for leveraged funding.

Day to Day operations will include:

- a. Establishing ongoing priorities, directions, work plans and timelines within the context, responsibilities and deliverables of the RSON project;
- b. Engaging in all aspects of the evaluation;
- c. Planning, scheduling, and arranging meetings between PI, research teams, and other key stakeholders;
- d. Defining project strategy and goals;
- e. Collaborating independently and initiating, building, and managing relationships with local and regional stakeholders;
- f. Developing standards of practice for information sharing and implementing data management plan for the RSON evaluation;
- g. Managing ethics applications;
- h. Overseeing and ensuring personnel support is provided;
- i. Writing and submission of grant applications; directing grant applications to appropriate funding sources where and if appropriate;
- j. Managing the work of research assistants, graduate students, and research fellows;
- k. Consulting with team members to organize, implement and coordinate project deliverables;
- l. Investigating, analyzing and taking action on new research opportunities;
- m. Contributing to knowledge translation activities with a focus on facilitating the submission of academic publications for peer review.
- n. Coordinating and participating in CRHR-wide activities including meetings and other events such as professional development sessions.

Scientific Responsibilities, Knowledge Sharing & Knowledge Translation:

- a. Developing manuscripts, reports and presentations of process, milestones and review findings as required;
- b. Preparing quarterly updates for circulation among team and stakeholders;
- c. Leading ongoing interactions with team members;
- d. Leading ongoing interactions with stakeholder groups;
- e. Reviewing scientific manuscripts and abstracts for publication;
- f. Investigating and identifying knowledge translation opportunities and guiding related activities;
- g. Representing the team and the RSON project in public and academic presentations.

CONSEQUENCE OF ERROR

The Evaluation Coordinator is responsible for the planning, design, and implementation of evaluation activities in collaboration with members of the larger evaluation and RSON team. This position requires working effectively within an organizational structure and involves a high degree of self-direction, the ability to work to tight timelines and strong interpersonal skills. Poor decisions and errors in judgment could result in delayed completion of projects or inappropriate planning, result in financial loss, and damage the reputation of the Centre for Rural Health Research, the Faculty of Medicine and the University of British Columbia. In addition, the impact, if an error occurred, would be misinterpretation of results in information disseminated to decision-makers, the public, and academic audiences. The consequences could lead to inappropriate policy and decision-making related to rural surgical and obstetrical services.

The Evaluation Coordinator must exercise good will, tact, judgment and discretion in working with various senior professionals and collaborating with internal and external agencies. Knowledge and sensitivity to issues is required.

The Evaluation Coordinator is expected to communicate with internal senior administration, staff, research investigators, and community/external agencies. Errors in decision-making may compromise the reputation of the RSON evaluation project/the key investigators.

SUPERVISION RECEIVED

The Evaluation Coordinator works with independence but regularly communicates with the Principal Investigator and the project advisory committee.

SUPERVISION GIVEN

The Evaluation Coordinator is responsible for overseeing the day-to-day operations of the RSON evaluation including the supervision/co-supervision of team members.

QUALIFICATIONS

Undergraduate degree in a relevant discipline. Graduate degree in a relevant health service evaluation discipline such as Population/Public Health, Health Administrator, or Measurement and Evaluation preferred. Minimum of three years experience or the equivalent combination of education and experience. Professional experience in health service program planning and evaluation. Strong experience with and expertise in qualitative and quantitative research/evaluation methods, including design of administrative data analysis, survey design, delivery and evaluation, psychometrics and reporting. Experience working with PopData BC data preferred. Experience in an academic, research or medical environment. Experience building and working within collaborative environments. Strong interpersonal skills. Experience supervising staff. Familiarity with rural health services, specifically maternity and surgical services and understanding of the provincial health systems framework (e.g. legislative mandate, confidentiality & privacy, ethics) an asset. An understanding of rural health issues, rural maternity care and rural surgical care, is an asset. Computer experience and competency with Microsoft Word, Outlook, PowerPoint and Excel, and data analysis software (e.g., SPSS, NVivo). Excellent command of the English language with a strong ability to communicate effectively both verbally and in writing. Ability to compose correspondence, reports, presentations, and other written materials using clear concise business English. Ability to facilitate and contribute to manuscript and report writing in conjunction with the PI. Effective presentation skills and ability to communicate information in a way that is understandable to non-evaluation trained audiences. Proven ability to innovate, think broadly and to focus on process and outcomes. Proven ability to establish and maintain effective working relationships with team members and stakeholders. Extensive knowledge of research/evaluation methodology, statistics, and program evaluation. Highly organized and proven skills in project management. High level of thoroughness, accuracy, and attention to detail. Ability to analyze and interpret quantitative and qualitative data, determine implications, and provide recommendations. Ability to effectively manage multiple tasks and priorities. Proven ability to plan, prioritize and work effectively under pressure to meet difficult deadlines. Ability to review, critique, and synthesize literature and information from various sources. Ability to exercise tact and discretion. Ability to exercise sound judgment. Strong problem-solving skills. Ability to anticipate and address issues and to plan ahead. Ability to work independently and demonstrate high level of initiative and self-directedness. Ability to work in a fast-paced team environment.