

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Research Officer
Business Unit/Division:	Victorian Centre for Virtual Health Research
Award Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Classification:	HS4 (Grade 4 Level 1)
Employment Type:	0.6 FTE – 2 years fixed term
Reports to:	Research Centre Coordinator – Victorian Centre for Virtual Health Research
Date Prepared/Updated:	08Jul2026

ROLE STATEMENT

General Role Statement:

The Research Officer will contribute to a range of research development and coordination initiatives undertaken by the Victorian Centre for Virtual Health Research (VVHR) within Northern Health and in collaboration with our health service, academic and Industry partners and consumers.

This position is responsible for:

The Research Officer will play a central role in supporting the conduct and delivery of the VVHR portfolio, focused on virtual models of care, digital health innovation, equity and health systems improvement. The Research Officer will work closely with the Research Centre Coordinator and Director of the VVHR and support research conducted together with Northern Health's clinical services, academic partners.

The role does not require a PhD but does require demonstrated experience in research coordination, ethics and governance, data governance and management and familiarity with health service research processes.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership:

- Develop and maintain strong, positive working relationships with internal stakeholders, university partners, government agencies and community collaborators
- Support the delivery of the Centre's research portfolio across multiple projects, ensuring activities are conducted in accordance with approved ethics, governance, and data governance requirements
- Support investigators and clinicians in the effective delivery of research activities through practical coordination, advice and facilitation
- Promote consistent use of project management tools, templates and documentation processes across the Centre

Research Coordination and Support:

- Conduct structured surveys and interviews and assist in facilitating focus groups with research participants under the supervision of Investigators, including audio recording, note taking and transcription.
- Collect, enter, clean and manage research data with accuracy, following approved Protocols and under the direction of the Investigators
- Maintain research databases (including excel and REDCap), electronic filing systems and project documentation in line with approved Protocols and the standards of the Centre
- Assist with the preparation of study protocols, manuscripts, reports and conference presentations
- Assist with grant and funding applications
- Assist with the preparation of ethics and governance submissions and progress reports
- Support preparation of reports and updates for funders, partners and governance bodies to demonstrate project progress and impact
- Assist with qualitative data analysis by supporting the transcription, coding, and thematic analysis of interview and focus group data, under the direction of Investigators and in accordance with approved Protocols
- Assist with data summaries, tables, and figures for inclusion in project reports, research publications, and presentations as required
- Attend and assist with departmental activities, including but not restricted to, regular departmental meetings, project-related research meetings, and other functions as determined by the Research Centre Coordinator
- Additional research activities as determined by the Research Centre Coordinator of the Victorian Centre for Virtual Health Research

Organisation-Wide Contribution:

- Work collaboratively with clinicians, investigators, governance teams and research staff across Northern Health and external stakeholders to support effective research delivery
- Understand and maintain ethical research practices including participant confidentiality, consent and data collection, use and disclosure

Diversity and Inclusion:

- Support research activities that aim to improve patient experience, safety and outcomes within virtual and digital models of care

- Facilitate research approaches that incorporate consumer and community perspectives, including those from diverse communities
- Maintain awareness and understanding of the importance of representation of diverse communities in Health Services Research and strategies to facilitate this

Innovation and Culture Change:

- Contribute to improving research systems, workflows and documentation to enhance efficiency and scalability of research activity within the Centre
- Support continuous improvement in research quality, governance and escalate quality and compliance issues through appropriate and defined channels

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Undergraduate degree in a health, social sciences or related field

Experience:*Essential:*

- Proven experience in the coordination, implementation, and day-to-day operational conduct of research activities
- Familiarity with ethics and governance submissions
- Demonstrated understanding of data management and governance principles

Desirable:

- Experience working in virtual health, digital health, or health services research
- Familiarity with complex hospital-based research environments
- Demonstrated experience in qualitative and quantitative research
- Experience in grant writing and applications
- Experience in project protocol and manuscript writing
- Working knowledge of the National Statement on Ethical Conduct in Human Research, The Australian Code for Responsible Conduct of Research and Good Clinical Practice (GCP)

Knowledge, Skills and Behaviours:

- Excellent interpersonal and communication skills, including the ability to liaise and collaborate effectively with colleagues, research participants and external research partners
- Have a friendly, non-judgmental approach and the ability to quickly build rapport with all internal teams, external stakeholders, research participants and consumers
- Confident communicator able to present information in team meetings and other forums such as research and community groups
- Strong written and oral communication skills
- Good administrative and organisational skills, with an ability to demonstrate a high level of accuracy and attention to detail
- Robust understanding of data management and data governance
- Proven ability to function effectively both autonomously and as a member of a multi-disciplinary team
- Proven ability to work independently, use initiative, plan work effectively and meet tight deadlines
- High-level computer skills, including MS Office Suite
- Flexibility and initiative to undertake new/unfamiliar duties, and prepared to learn and adapt as changes occur
- Demonstrate commitment to continuous improvement in the work environment.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature: Date:

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