Position Summary

Program Director I, Data Operations

Purpose
Work independently, under the direction of the CIBMTR Executive Director, to manage CIBMTR-MCW Data Operations, and clinical research coordination activities. Provide direction and guidance to the clinical data operations and education team to facilitate the achievement of the program’s goals. This position has primary responsibility for ensuring that the CIBMTR-MCW has the necessary staff, resources, systems, policies and procedures necessary to collect, manage and retrieve high quality clinical data for the CIBMTR observational database. Collaborate with IT Director to ensure appropriate electronic tools to monitor and report on data operations and data quality are designed and functioning. Coordinate activities of CIBMTR-MCW staff with those of CIBMTR-NMDP/BTM staff through frequent interaction and collaboration with the CIBMTR-NMDP Director of Data Operations.

Primary Functions

1. Provides oversight of all clinical data operations related to data acquisition and quality.

2. Participates as a member of the CIBMTR MCW Operations Leadership Team. Works closely and in collaboration with other CIBMTR MCW operational leaders to direct cross functional activities.

3. Develop and oversee data operations processes and procedures necessary for successful fulfillment of ongoing obligations as well as strategic initiatives.

4. Works closely and in collaboration with the Scientific Director of Data Operations- CIBMTR MCW.

5. Provides clinical expertise and responds to Customer Service Center (CSC) escalated tickets.

6. Provides clinical oversight of data cleaning for the Center Volume Data Report (CVDR) and Transplant Center Specific Analysis (TCSA) reports.

7. Provides clinical review of CDE (common data element) definitions for Metadata.

8. Participates as a member of the Forms Revision Core Team (FRCT). Participates on Forms Revision review committees as well as review of instruction manuals for new or updated forms.

9. Participates in the weekly Corporate Studies Meeting (CSM). Reviews pending Corporate Study and Cellulary Therapy Registry deliverables for accuracy from a Data Operations perspective.

10. Provides clinical oversight for training of internal Data Operations staff as well as external training programs for Clinical Research Professionals at CIBMTR’s participating centers, in collaboration with the CIBMTR-MCW’s Sr. Manager Clinical Data Operations and the Training Specialist.

11. Participates in the recruitment of new staff and ensures necessary material resources related to the clinical data operations and education are available.
12. Develops performance dashboards and periodic review criteria for data submission, and data output.

13. Develops and revises, in collaboration with Program Director of Data Operations CIBMTR-NMDP/BTM, effective parallel processes and procedures for the Data Operations group that optimize performance customer service for all centers who report to the CIBMTR. Continuously updates standard operating procedures to accommodate new procedures and review current procedures for improvement.

14. Coordinates and manages program outreach and communication activities about data operations including acting as a liaison with outside organizations, such as CIBMTR-NMDP/BTM Data Operations Managers and Supervisors. Communicate and negotiate data expectations with participating transplant programs.

15. Assures compliance with regulatory and institutional policies. This includes participation with contracts and legal staff at MCW and NMDP to assure data transmission agreements and IRB approvals are complete and up-to-date.

16. Provides oversight to the processes and procedures relevant to sharing data and reports with collaborating research and CW Bill Young Cell Transplantation Program components.

17. Participates on appropriate committees relevant to the advancement of the program, and performs presentations at national and international meetings.

18. Perform other duties as assigned.

**Knowledge – Skills – Abilities**

Independent problem solving, decision-making skills; strong interpersonal communication, networking and negotiating skills; mentoring and leadership skills; written, oral and presentation skills are required. Proven ability to meet deadlines, manage multiple priorities, building trust and lead effectively in a matrixed environment. Knowledge of cultural awareness and commitment to dealing with others with sensitivity and tact and to being part of a collaborative team is required. Sufficient knowledge of clinical research data operations.

**Organizational Structure**

Building: Clinical Cancer Center (CLCC)
Department: Medicine
Division: Center for International Blood and Marrow Transplant Research (CIBMTR)
Reports to (Title): CIBMTR Executive Director
Direct Reports (Titles): Sr Manager, Clinical Data Operations, Forms Revision & Data Acquisition Super User (i.e., FormsNet SME), Clinical Research Assistant
Collaborates with (Titles): Scientific Directors, CIBMTR-NMDP Senior Vice President- Patient Outcome & Experience, CIBMTR MCW and NMDP/BTM Directors

**Specifications**

*Appropriate education and/or experience may be substituted on equivalent basis*

Minimum Required Education: Bachelor’s degree

Minimum Required Experience: 10 years of experience required of clinical or research experience with increasing responsibilities of management.

Preferred Education: Master or advanced degree preferred with clinical or research focus in nursing or an advanced practice provider (e.g., clinical nurse specialist, nurse practitioner, physician assistant).

Preferred Experience: Clinical, database and teaching experience as well as management of staff preferred.

Field: Medical or research field of study

Certification: CITI training required within 90 days of hire.
Classification
Grade Name  20
Full-Time Equivalent  1.0
FLSA Status  Exempt
FLSA Test  Administrative
Workweek  Full-time role with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs.

Job ID  262
Job Name  Director
Position Category  Professional Services

Job Scope
Complexity – requires sound judgment; leads difficult and involved planning of initiatives
Impact – errors may result in extensive damage; constant attention to accuracy required
Autonomy – individual responsible for completion of work; seeks supervision as appropriate
Communication – involved in frequent conflict resolution; communicates with senior leaders
Responsibility – influences others
Confidentiality – confidential information used frequently to make decisions
Leadership – prioritizes work of others or may provide supervision

Physical Requirements
Work requires occasionally lifting moderate weight materials, standing, or walking continuously.

Risk Potential
Little or no exposure to hazards such as dust, fumes, or extreme temperatures, airborne or blood borne pathogens, extreme temperatures, or allergens.

Sensory Acuity
Ability to detect and translate speech or other communication required. May occasionally require the ability to distinguish colors and perceive relative distances between objects.

Work Environment
Occasional exposure to dust, noise, temperature changes, or contact with water or other liquids. Work is performed in an environmentally controlled environment.

Performance Dimensions

Collegiality
Exhibit confidentiality, honesty, and actions that build trust and strengthen relationships. Listen to others and effectively communicate in a clear and concise manner through written and verbal communication. Demonstrate respect and commitment to the values of diversity and equity; seek out and incorporate diverse perspectives into decision making.

Excellence and Creativity
Exhibit initiative and ingenuity by taking ownership of tasks to proactively improve services, avoid problems, or develop opportunities. Generate novel and valuable ideas to impact institutional missions. Identify and implement new methods to increase efficiency and quality.
Education and Development
Displays an ongoing commitment to continuous learning and self-improvement in one’s area of responsibility. Actively seek out mentorship and learning opportunities that can be applied to current and future work activities. Develop and maintain professional affiliations. Participate in design, development, and/or evaluation of instructional materials, methods, courses, or programs.

Agility and Judgment
Remain flexible and versatile in rapidly changing environment and adapt quickly to changing circumstances. Change behavioral style or method of approach when necessary to achieve a goal. Make timely and sound decisions based on analysis of information, experience, and logic. Show reliability and accountability in the successful completion of all work.

Stewardship and Institutional Citizenship
Support transformational change to achieve institutional vision and strategies. Be an active and thoughtful participant in institutional initiatives, meetings, and committee work. Conserve resources and use in an efficient and cost effective manner across all institutional missions. Look for ways to improve and promote quality within area of influence.

Disclaimers

Background Check
Employment in this position may be contingent upon successfully completing a background and criminal history check, caregiver background check in accordance with the Wisconsin Caregiver Background Check Law, physical examination, and / or driving record check.

Equal Opportunity Employer
The Medical College of Wisconsin is an affirmative action / equal opportunity employer and does not discriminate in hiring or employment on the basis of age, sex, race, color, religion, national origin, veteran status, disability, or sexual orientation.

Diversity and Inclusion
The Medical College of Wisconsin defines diversity as a commitment to recognizing and appreciating the variety of individual differences in an environment that promotes and celebrates individual and collective achievement. The diversity of MCW continues to be an important source of innovative ideas and creative accomplishments.

Confidentiality
Employees that have access to MCW, affiliate, subsidiary, or student data or Protected Health Information (PI), or research protected information are obligated to protect the confidentiality and proper use and access of this information in order to prevent loss, misuse, unauthorized access, unnecessary identification, or security breaches.

Completeness
This job description is not an employment contract and the Medical College of Wisconsin may modify this document at any time. This document is intended to indicate the types of tasks and levels of skill, effort, and responsibility required by positions assigned this title. This information shall not be construed as a declaration of the specific duties and responsibilities of any particular position. It is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of direct reports. The functions described are not to be interpreted as exclusive or all-inclusive of the various functions performed.