

# CLINICAL / NON-CLINICAL MANAGER

	Responsibility	Checklist
1	Identify and communicate to your team, your Organisational Charter, and the Australian Charter of Healthcare Rights	<input type="checkbox"/>
2	Identify, communicate to your team, and periodically review, the policies, procedures and related processes and systems surrounding capacity and decision-making/decision maker status. If relevant to your role, be able to use them	<input type="checkbox"/>
3	Identify, communicate to your team, and periodically review, your organisational informed consent policies, procedures, and the related processes and systems If relevant to your role, be able to use them	<input type="checkbox"/>
4	Identify, communicate to your team, and periodically review, other relevant Partnering with Consumers policies, procedures, and related processes and systems. If relevant to your role, be able to use them	<input type="checkbox"/>
5	Lead by example by participating in education and training on the value of service user engagement, the barriers to service user engagement, and how to encourage active participation and sharing in decision making and care planning (to the extent that they choose)	<input type="checkbox"/>
6	Lead by example by participating in education and training on the value of consumer engagement, how it contributes to the safety and quality of health care, and how it supports clinical trial participation)	<input type="checkbox"/>
7	Oversee your team members keeping up to date with their Partnering with Consumers training and education requirements	<input type="checkbox"/>
8	Undertake regular Partnering with Consumers training and education, as per your organisation's schedule	<input type="checkbox"/>
9	Support team members to develop meaningful relationships with participants by understanding the complexity of the service user interactions with the clinical trial service, the complexity of the context in which they reside, and their needs as a clinical trial participant	<input type="checkbox"/>

10	Support team members to involve service users, decision makers, and families to participate in making decisions about their own care and their participation in clinical trials, while prioritising their welfare and desires	<input type="checkbox"/>
11	Support team members to tailor their approaches and provide consumers and service users access to high-quality, easy-to-understand information about clinical trials in languages, formats, and ways that reflect their needs	<input type="checkbox"/>
12	Cultivate a team culture where participants feel safe and confident with your team members, who are competent and available to participants when they need them	<input type="checkbox"/>
13	Identify and report risks, issues, or anything that could compromise you or your team members ability to safely partner with service users and consumers. Report using both clinical trial/research-specific and organisational systems and processes. Work with team members to resolve issues and implement preventative and corrective actions	<input type="checkbox"/>
14	Use the relevant processes and systems to receive and respond to consumer, service user, and team member feedback and complaints (including the Australian Open Disclosure Framework), oversee your team members being trained in, aware of, and actively carrying out their responsibilities in this area. Work with team members to resolve issues and implement preventative and corrective actions if feedback and/or complaints are received.	<input type="checkbox"/>
15	Monitor and report on consumer involvement in the areas of the clinical trial service you are responsible for, by collecting and reporting on data as per your organisation's standard practices	<input type="checkbox"/>
16	Look for opportunities to improve the areas of the clinical trials service that you are responsible for, and the care given to participants	<input type="checkbox"/>