

## Job Description

**Position Title:** Casual Field Interviewer

### Overview of UniServices

At UniServices, we bring ideas to life. We partner with the best minds in academia and business to apply intelligent thinking to ideas that have the potential to change the world.

Together with our partners, we look to the future, imagine the possibilities, and innovate for public and private good. For nearly 30 years, we've collaborated with hundreds of organisations on thousands of projects in New Zealand and around the world.

At UniServices, our imagination knows no bounds. With the full strength of the University of Auckland behind us, our team is dedicated to working with our customers to make a difference to people's lives.

### Overview of Growing up in New Zealand

*Growing Up in New Zealand* is a ground-breaking study led by the University of Auckland that is following over 6,000 children and their families from late pregnancy until they are adults. The participants reflect the diversity of New Zealand's children and their families and the study is building a comprehensive picture of life for children in New Zealand today.

It aims to understand their needs, life experiences and aspirations, and provides relevant and robust evidence to improve policy development for families as well as improve our understanding of child outcomes and equity.

UniServices is contracted by Government to deliver the *Growing Up in New Zealand* Study. The project is an important tool in providing evidence to inform the development of social policy and contribute to the Government's understanding of what shapes children's development.

More information about *Growing Up in New Zealand* is available at [growingup.co.nz](http://growingup.co.nz)

### Reports to:

Day to day reporting to the Participant Engagement Coordinator with a dotted line to Field Operations Manager

### Roles reporting to the position:

N/A

### Primary objective of the position:

Administer and complete professional face-to-face interviews, observations and/or other modes of delivery as per research plan with participants in their homes who have consented to be part of *Growing Up in New Zealand*.

### Functional relationships with:

#### Internal

- *Growing Up in New Zealand* General Manager
- *Growing Up in New Zealand* Research Directors, Manager and Team
- *Growing Up in New Zealand* Communications Manager
- *Growing Up in New Zealand* Lead Data Manager
- Other UniServices and UoA staff as required

#### External

- Study Participants

### Financial Responsibility:

None

### Key accountabilities include:

- Complete data collection activities through face-to-face participant interviews and other modes as required e.g. online questionnaires
- Comply with ethical and cultural safety guidelines at every participant contact including treating participant and study information with utmost care and confidentiality.
- Schedule, document and update daily the centralised participant database (CRM) with details of all participant contacts.
- Support initiatives to maximise cohort participant activities.
- Attend regular monthly team meetings to review field activities and issues.
- Report any complaints or issues to your Team Coordinator from participants about the engagement and interview process.
- Facilitate gaining written informed consent for ethically approved study activities as per research plan e.g. any collection, analyses and storage of bacterial swabs, saliva.
- If required safely collect, label and transport bacterial swabs from consented participants according to standard operating procedures and training.
- If required complete, record and return child participant observations including anthropometry (height, waist, and weight measurements) and child developmental activities, according to procedure manual and training.
- To treat participant and study information with utmost care and confidentiality.
- To promote the study at all aspects of the interview process and leave participants feeling valued and aware of future involvement
- To actively participate in *Growing Up in New Zealand's* continuous improvement process through engagement and contribution at team meeting.

### Team requirements to ensure participant engagement activities

- Undertake all interview activities alongside team to ensure targets are met.
- Comply with and execute all project strategies to ensure that all participants feel valued, informed and comfortable with their past, current and future involvement in the study.

- Comply with and update the centralised database (CRM) with all engagement efforts to ensure that records are kept up to date.
- Monitor and report individual engagement caseloads for engagement review processes as required.

**Comply with:**

- Field Operations Plan
- Interview and retention manuals
- Technical IT manual for the interview data collection tool and CRM Training procedures specific to each data collection wave
- Quality check procedures

**Engage in processes for data collection:**

- Return high quality and robust data that passes quality checks and audit procedures
- Meet and deliver within timelines and protocols
- Answer inbound calls from participants
- Make outbound calls to participants
- Ensure accurate input into databases
- Ensure completeness of data entry and follow-up of any missing data with your Team Coordinator
- Set expectations with participants of likely future processes
- Consult with your Team Coordinator to monitor your queue of participants and record and report any difficulties experienced during data collection

**Relationship Management**

- Appreciate that you are the face of *Growing Up in New Zealand* with study participants and their families, and are therefore required to value participants and the overall reputation and objectives of the study
- Develop good relationships with the other team members and attend meetings as required
- Keep your Team Coordinator informed of issues related to participant engagement and interview data quality maintenance

## Person Specification

### Casual Field Interviewer

<p style="text-align: center;"><b>Essential</b></p> <p>(these are the qualifications, attributes and experience essential to perform the position)</p>	<p style="text-align: center;"><b>Additional</b></p> <p>(these are the qualifications, attributes and experience that would add value to performing the position and may increase the chance of being promoted)</p>
<p>Experience and Personal Qualities</p>	
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience working with families and children e.g. in an interview, clinical, educational or customer service setting</li> </ul> <p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Enjoy meeting people and able to engage with people from diverse backgrounds</li> <li>• Good attention to detail</li> <li>• Highly organised and ability to multi-task</li> <li>• Self-motivated and able to work independently and remotely</li> <li>• Can do attitude and abilities</li> <li>• Ability to work with others</li> <li>• Ability to adapt to different people and situations</li> <li>• Process oriented, target driven</li> <li>• Willingness to learn</li> <li>• Comfortable driving to participants homes</li> <li>• Comfortable learning a new computer/admin system</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Previous experience on the Growing Up in New Zealand project, including interviewing participants</li> <li>• Experience using a CRM database</li> <li>• Experience completing face to face and/or phone interviews in person and/or Zoom</li> <li>• Market or health research experience</li> </ul>

## Competency Descriptors for Casual Field Interviewers

Competency	Example Behaviours
<b>Action orientated</b>	<ul style="list-style-type: none"> <li>• Sets challenging goals</li> <li>• Is highly motivated</li> <li>• Ability to prioritise</li> </ul>
<b>Valuing people</b>	<ul style="list-style-type: none"> <li>• Values the contribution made by all the team members involved in the Growing Up study</li> <li>• Develops appropriate, sensitive and respectful relationships with study participants and their families</li> <li>• Celebrates achievement and openly acknowledges great work done by the wider team</li> <li>• Takes the time to inform and involve others on initiatives that may have an impact on retention within other areas besides their own designated area</li> <li>• Is constructive with any feedback to individuals or teams</li> </ul>
<b>Building Partnerships</b>	<ul style="list-style-type: none"> <li>• Develops appropriate sensitive and respectful relationships with community agencies/agents, who may be able to assist with retention efforts, and other members of the wider study team.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Clear and concise communication</li> <li>• Able to liaise in an appropriate way with all study participants</li> <li>• Is dedicated to meeting the expectations and requirements of internal and external groups</li> <li>• Establishes and maintains effective relationships with study participants gaining their trust and respect</li> <li>• Will listen to study participants and other team members to handle criticism, complaints and address issues of concern</li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• Process oriented</li> <li>• Logical and methodical approach to tasks</li> <li>• Is flexible and adaptable in their approach</li> <li>• Has a can do attitude and is customer focused</li> <li>• Is solutions focused</li> <li>• Proactive in bringing important issues to their manager</li> </ul>