

Position title	Quality and Pharmacovigilance Lead ANZ
Location	Atlantis Healthcare, Talavera Road, Macquarie Park, NSW, Australia
Reports to	Solutions Delivery Director
Business Unit	Solutions Delivery
Reports	N/A
Role	Full time
Travel	N/A
Salary	\$85,000-\$90,000k
Approval date	October 2019

About Atlantis Healthcare Australia

Atlantis Healthcare works with our clients to improve the lives of patients and make measurable differences to their health outcomes. To achieve this, we invest time to understand the challenges patients face when dealing with acute or chronic conditions. Quality, evidence-based research is used to ensure interventions are tailored to the patient, personalised to their particular circumstances and designed to achieve meaningful improvements in their lives. Combining behavioural change techniques with logistical excellence results in innovative programs that both meet patient support needs and provide creative solutions to the challenges our clients face.

About the role

The Quality and PV Lead supports the local Australian and New Zealand team with application and management of our global Quality processes and management of local SOPs to ensure quality delivery of our program services. The role is also a key contact for our clients' PV / drug safety teams for day to day management of collection and reporting of adverse events to our sponsoring pharmaceutical clients, as well as development of and management of relevant operating procedures and guidelines. Ultimately this role is critical in ensuring Atlantis maintains its high standards of quality in all aspects of management and delivery of its programs.

The key areas of focus in the role are QC and QA reviews of Adverse Event reporting, staff training management, client liaison and audit preparation. You will also be responsible for the continuing development and implementation of the Company's Quality Management Systems and working across a range of client situations and multi-disciplinary functions such as drug safety, legal, marketing, medical, regulatory and procurement, etc. The day to day activities will involve:

- QC review and reconciliation of adverse events reported, received by and follow up with agreed client timelines
- Support client liaison for clarification and escalation of any quality/PV queries
- QA review of program interactions against quality framework to ensure quality, customer service and call objectives met
- Establishing and maintaining strong working relationships with the individuals in the call centre team, Clinical Operations Manager and the Client Service team.
- Management of internal online training platform to ensure call centre team members and wider team have the required internal and external training completed to deliver service levels in line with the company and program requirements.

- Ongoing management and development of company Quality Management System's global and local company quality documentation, client and program SOPs and review for operational risk, contractual obligations and program outcomes
- Represent Australia and New Zealand interests as part of the global Quality and support local Data Protection Officers in management of all information security, privacy and operational risk
- Support the wider business on new Quality initiatives and developments to support ongoing quality delivery of services
- Day to day PV and general quality admin activities supported by Customer Service Representative.

About you

- Tertiary qualifications in science or healthcare preferred
- Previous experience of working within TGA, Medicines Australia and CATAG environments or overseas equivalents
- 5+ years' experience working in a healthcare setting managing quality/PV teams
- Regulatory knowledge / expertise: knowledge and ability to further develop a detailed understanding of codes of practice governing patient communication.
- Familiarity with technology systems used to deliver business solutions (ex. Databases, CRM, other) and digital services
- Proficiency in, and experience, using MS Office
- Experience and understanding of the AU & NZ healthcare systems
- Respect and consideration for needs of patients and healthcare providers
- Highly organised with attention to detail, resilience, self-discipline and determination to achieve required results
- Able to balance clinical and commercial imperatives in decision making
- Excellent written and oral communications

Eligibility

To apply, please send your resume and a short description of why you want to work with us via the application link.

Please note - You must have the legal right to live and work in Australia to apply for this position. We are anticipating that the successful candidate will have a minimum of 5 years experience working in healthcare teams managing quality / PV teams.