



Effective Staffing and Management

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content:	CHOICE Job Skills Analysis_Clinical Research Assistant

Overview

This document is a sample of a Job Skills Analysis created for the position of Clinical Research Assistant in the CHOICE Project. For more information about the hiring process, refer to [CHOICE Staff Hiring Protocol](#).

1. “Can Do” Skills – technical skills, knowledge, education, and work experience required to perform job
 - College degree preferred, high school diploma required
 - Health care/clinic experience preferred
 - Research experience (in any field) preferred
 - Must have basic computer skills; Microsoft Office, able to use scheduling software, various databases
 - Ability to use multi-line phone
 - Talk to women about reproductive health care; must be able to discuss very personal issues
 - Spanish language skills (if applicable)
2. “Will Do” – performance skills that individual must be willing do to succeed in the position
 - Drive for Results – consistently meets/exceeds goals; is action oriented and passionate about work; seizes opportunities and is bottom line oriented
 - Initiative/Learning Attitude/Ability to Learn – demonstrates self-motivation through action; pursues learning with drive and vigor; how does individual learn best
 - Maintaining Composure/ Flexibility/Stress – is tolerant of people and processes and can deal well with change and new information
 - Time management/Organizing/Multi-tasking – uses time and resources efficiently to accomplish work objectives; effectively can manage tasks simultaneously while maintaining order and communication
 - Communication – able to clearly and effectively present ideas and to document activities; how does the individual handle receiving and giving positive/negative feedback
 - Interpersonal skills/Cooperation/Conflict resolution – relates well to all kinds of people at all levels within and without the organization; works well with others; finds common ground to resolve issues
 - Policies and Procedures/Ethical Behavior – trustworthy and demonstrates strong personal and professional values; able to conform to routine operations in manner consistent with existing protocol
 - Dependability/Motivation – dedication to fulfilling job responsibilities; reliability; factors that influence excitement about job; how individual defines success on the job
3. “How Fit” – environmental characteristics
 - One Saturday per month
 - Evening hours, one per week
 - If in school, availability of two late days per week



- Enrollments at abortion providers
- Ability to concentrate in a noisy environment with little privacy
- Set hours, no flex time
- Travel between two buildings on campus
- Transportation to offsite locations
- 6 month probationary period, time off for holidays