

Field Worker/Interviewer (Temporary and Part-time, up to 20 hours/week)

The Research Unit of the Care and Treatment Program is recruiting three Field Workers/Interviewers for the CHORDS (Costs, HIV Outcomes and Real-world Determinants of Success) Study of the New York City Ryan White Part A Care Coordination Program (CCP). CHORDS is a local collaborative research study funded (since September 2013) by the National Institute of Mental Health (NIMH) and carried out by the City University of New York (CUNY) School of Public Health and the New York City Department of Health and Mental Hygiene (NYC DOHMH). The project investigates socio-demographic, behavioral, social-environment/interpersonal and life-history factors, as well as CCP site-level factors and receipt of key CCP components (e.g., case management, patient navigation, directly observed antiretroviral therapy, health education), as determinants of health outcomes among program clients. Both currently active clients (600) and those recently active but lost to follow-up (120) will be interviewed, for a total of 720 interviews gathered over the course of several months. Data collection entails a one-time, 20-to-30-minute web-based survey designed for participant self-administration via an ACASI (Audio Computer-Assisted Self-Interview) tool, unless otherwise requested.

Under the direction of a Survey Coordinator, Field Workers/Interviewers will conduct survey recruitment activities at a total of 10 agencies spread across four NYC boroughs, and will carry out other activities (including phone/e-mail communications and technical assistance to sites and participants) from the NYC DOHMH offices at 42-09 28th Street in Long Island City, Queens. Field Workers/Interviewers will also administer surveys to those participants requesting to be interviewed, and may be called upon to assist with distributing gift cards (incentives) after survey completion. However, the primary tasks of the Field Workers/Interviewers relate to the recruitment processes of contacting clients, explaining the study, distributing survey login details, and tracking recruitment steps and their outcomes using standardized project logs.

Responsibilities:

- Participate in and successfully complete required trainings
- Adhere to all federal, state, local and institutional confidentiality laws and protocols, based on the trainings and security protocols to be provided, as well as guidance from the Survey Coordinator
- Maintain regular communications with recruitment sites
- Prepare, transport, store and maintain survey recruitment materials and supplies
- Orient and train recruitment sites on study procedures, including but not limited to:
 - the initial introduction to the study (to be offered by site staff/liaisons)
 - collection of “permission to contact” for the study team to follow up with clients
 - tracking of recruitment efforts and outcomes at the site level, and routine sharing of tracking log data for central compilation, analysis and maintenance
- Compile tracking log data from individual recruitment sites, and help maintain the master tracking log at NYC DOHMH, for management of recruitment and incentive distribution

- Continually monitor sites' activities related to the study, to ensure appropriate recruitment progress as well as ongoing fidelity to the study protocol and procedures
- Provide information about the study, and connect potential participants or site staff with the Survey Coordinator, where further communication or other resolution is needed
- Immediately report any deviations from the study protocol or any data security risks, to the Survey Coordinator and/or NYC DOHMH Principal Investigator
- Conduct informed consent and structured interviews with study participants as requested, when self-administration is not feasible or is not the client's preference
- Accurately document participant information (on tracking logs, permission-to-contact forms, messages to other study team members, and surveys)
- Maintain data integrity (ensure collected data accurately represent participant information)
- Provide information about additional resources (from the study materials) as appropriate
- Assist with other aspects of the research as requested
- Assist with other related duties as assigned

Qualifications:

- Ability to adhere to detailed survey research protocols
- Ability to comply with strict protocols for confidentiality
- Strong and unflagging attention to detail
- Strong oral communication skills
- Sensitivity and responsiveness to agencies' and clients' concerns, questions and comfort levels with study procedures
- Effective organizational skills, including rigorous habits of documentation
- Keen recognition of issues that may require the attention of other study team members
- Ability to establish rapport with people from diverse racial/ethnic, sexual orientation, gender identity, socioeconomic, age, cultural, and religious groups/perspectives
- Proficiency in Spanish and/or French is an advantage, but not necessarily required
- Experience interviewing, and specifically comfort asking/hearing about sensitive topics
- Ability to learn and use computerized interview programs
- Ability to travel throughout New York City and maintain security of study supplies

Special Requirements:

- Willing to work some long or evening/weekend shifts if needed during the survey period (expected November 2014-August 2015, with possibility to continue into fall 2015).

To Apply:

Please send your resume and cover letter to Elena DiRosa at edirosa@health.nyc.gov.