

# Position Description

Position Title	Registrar Liaison Officer	Reporting to	Regional Operations Manager
Business Unit	GP Training	Direct reports	0
Classification	Registrar	Date	July 2022

## Our Organisation

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we've supported the backbone of Australia's health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We're a point of connection for GPs serving communities in every corner of the country.

Australia's GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

## Our Values

RACGP Employees are expected to uphold our workplace values:



**Progressive leadership** Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



**Quality** Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



**Ethics** Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



**Professionalism** Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

## Your Team

The RACGP delivers the community-based General Practice Training Program (GP) which is the specialist training program to train medical doctors in general practice as a key component of the Department of Health's Australian General Practice Training (AGPT) Program.

The Registrar Liaison Officer is part of the GP Training team within the RACGP and works in very close partnership with the regional and local teams to ensure program objectives are supported and that Registrars in training with the RACGP have a peer advocate to support them in training.

## Your Role

Reporting to the Regional Operations Manager, the Registrar Liaison Officer (RLO) will act as a liaison person between the GP Registrars (GPRs) and the RACGP local and regional teams as well as inform the college at a national level from time to time.

The RLO's role is to advocate for and represent GPRs at the program management level, provide input into relevant programs and communications and assist GPRs throughout training.

The RLO will have an interest in General Practice education and training. They will have excellent communication skills and willingness to work in a team environment.

## Key Responsibilities

### **Registrar advocacy, representation of registrars:**

- Provide a safe and effective conduit for registrar issues and concerns to be received
- Assist registrars to navigate support available (i.e., Employee Assistance Program)
- Identify and liaise with the college about emerging local registrar concerns and issues
- Provide early advice and propose local, regional, state, or national solutions to assist the college in solving the emerging issues and concerns raised by registrars
- Represent GP training positively to peers and stakeholders
- Seek and maintain contact with registrars via:
  - attending/speaking at workshops and seminars
  - attending meal breaks during workshops attending rural teleconferences
  - utilises registrar email list to inform communications, sending notices and mail outs
- Liaison with local Supervisor Liaison Officers (SLOs) to resolve training conflict early and effectively
- Liaison with hospital registrars at Teaching Hospitals
- Attend face to face meetings and teleconferences for the national General Practice Registrars Association (GPRA)
- Participate in appropriate committees as a registrar representative
- Convene and/or attend national, regional and local registrar meetings
- Advocate for appropriate working conditions and terms for registrars

### **Engagement with the GPs in Training (GPiT) faculty**

- Support Faculty initiatives that influence positive outcomes in GP training, as agreed with the Chief GP Training Officer
- Liaise with relevant GPiT Faculty Council representatives on relevant issues

- Utilise the GPiT National Faculty Council to advocate and inform policy at a national level
- Meet with the regional GPiT Faculty Council representative quarterly.

### **Participation and involvement in relevant program functions**

- Contribute to the educational program where appropriate
- Present information at the training program workshops and assist registrars to develop an understanding of the RLO role
- Provide information and orientation for future RLO's
- Assist with the registrar selection process as required
- Policy development and implementation ensuring registrar's perspectives are presented when required
- Participate in appropriate working parties as required
- Assist where possible with representing RACGP at GP pipeline events.

## **Qualifications and Experience**

### **Essential**

The RLO must:

- Be a registered general practitioner currently in training
- Have completed at least six (6) months of general practice community-based training within the AGPT program
- Have strong communication and leadership skills
- Have confidence to advocate for Registrars and the college as appropriate
- Be a member, or be willing to become a member, of the RACGP national GPs in Training (GPiT) Faculty

### **Highly Desirable**

Demonstrated experience or prior learning in negotiations and conflict resolution.

This position requires knowledge of the Australian General Practice Training, RACGP Vocational Training Standards, National Terms and Conditions for the Employment of Registrars (NTCER), the Department of Health and AGPT policy and procedures. This is not assumed knowledge. The college will provide this as part of orientation and induction to the role along with a sound understanding and proficient knowledge of other relevant standards, legislation, policies and procedures.

## **Your Relationships**

Your role requires interaction with internal and external stakeholders including:

### **Internal:**

- GP Training and Education Services Business Units
  - RACGP Leadership team
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- RACGP Faculty Managers
- RACGP employees
- GPiT Faculty engagement

**External:**

- RACGP Members
- GPRA
- External stakeholders (e.g., Members of Parliament and Government Officials, Rural Health Organisations, General practice groups)