

# Position Description

Position Title	Supervisor Liaison Officer	Reporting to	Regional Operations Manager
Business Unit	GP Training	Direct reports	NIL
Classification	Clinical 2	Date	March 2023

## 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 Supervisor Liaison Officer is a part of the GP Training team within the RACGP.

## Your Role

Reporting to the Regional Operations Manager, the role of Supervisor Liaison Officer (SLO) works with the regional and local teams, the Practice Manager Liaison Officer (PMLO), the Registrar Liaison Officer (RLO) and with management to carry out the following functions:

- a) advocate for the individual and collective needs of GP supervisors within the RACGP training network
- b) inform policy, systems and process development to enhance practice environment for the purposes of general practice training.

Supervisor Liaison Officers will have excellent communication skills, have a good knowledge of relevant GP training standards and training policies, procedures and conditions and will have the ability to work well in a team.

## Key Responsibilities

- Advocate for the individual and collective needs of GP supervisors participating in the RACGP training programs.
- Support supervisors within the training program providing guidance and direction as an experienced peer
- Assist the RACGP in the development and implementation of systems and processes that will enhance engagement with the RACGP and GP supervisors.
- Represent the Supervisor Network at industry forums such as the General Practice Supervisor Liaison Officer Network (GPSLON)
- Liaise with and maintain ongoing relationships with the supervisor industry body, General Practice Supervisors Australia
- Inform policy, systems and processes to enhance practice environment for the purposes of general practice training.
- Identify relevant policy and procedural issues as they relate to general practice training in liaison with the supervisor's network, the local RACGP team members, RLO/s and PMLO/s
- Work with management to inform quality improvements relevant to the practice environment.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

## Qualifications and Experience

### Essential

- The role requires sound knowledge of the training practice environment and the AGPT program
- Strong communication and advocacy skills
- Be a registered general practitioner
- Remain accredited and a current GP Supervisor with the RACGP

### Highly Desirable

- Demonstrated experience or prior learning in negotiations and conflict resolution is desirable
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- Previous experience as a Supervisor Liaison Officer within the AGPT program

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 Unit
- RACGP Leadership team
- RACGP Faculty managers

### External:

- RACGP Members
- GPSA
- External stakeholders (e.g., Members of Parliament and Government Officials, Rural Health Organisations, Regional Training Organisations, General Practice Groups)