

Position Description

Position Title	Practice Manager Liaison Officer	Reporting to	Regional Operations Manager
Business Unit	GP Training	Direct reports	NIL
Classification	Level E	Date	February 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 Practice Manager Liaison Officer is a part of the GP Training team within the RACGP.

Your Role

Reporting to the Regional Operations Manager, the Practice Manager Liaison Officer (PMLO) will act as a liaison person between Practice Managers and the RACGP, representing the views of Practice Managers and facilitating communication between Practice Managers and the RACGP.

The PMLO will participate in committee and working groups where appropriate and contribute to Practice Manager Workshop planning. They will have excellent communication skills and have knowledge of GP training.

It is expected that the PMLOs will be contactable at pre-determined times during the week.

Key Responsibilities

- Act as a conduit for information flow between RACGP and Practice Managers
- Contribute to planning meetings including ICT development
- Contribute to discussions regarding educational materials
- Contribute to the development and improvement of business processes – e.g., practice match process, testing education resource platform and other resources for Practices
- Champion new processes/resources and gather feedback from Practice Managers
- Champion the use of the learning platform for communication and information sharing
- Provide updates to RACGP management as requested
- Willingness to actively participate in planning activities
- Advocate for the practice managers and their role in GP training
- Comply with all relevant workplace policies and procedures
- Other duties as required

Qualifications and Experience

Essential

- Current Practice Manager at a practice with registrars
- Strong communication skills and a passion for assisting Practice Managers and GP training
- Experience in working with Registrars training under the Australian General Practice Training (AGPT) program
- Good working knowledge of requirements for the AGPT program

Highly Desirable

- Demonstrated experience or prior learning in negotiations and conflict resolution

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- GP Training and Education Services Business Units
- RACGP Leadership team
- RACGP Faculty managers
- RACGP employees

External:

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