

# Position Description

Position Title	Registrar Liaison Officer	Reporting to	GPs in Training Faculty Manager
Business Unit	GPs in Training Faculty	Direct Reports	Nil
Classification	Registrar	Date	January 2025

## 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 is a member organisation that is owned by members and exists solely for the purpose of ensuring that Australia has a strong and effective network of appropriately remunerated GPs. The GPs in Training (GPiT) Faculty Manager and the Faculty team play a critical role in ensuring that the RACGP has the right mechanisms to seek out, listen to, clarify, assess, prioritise and feedback the views of the RACGP's trainee members, and to provide trainee members with a facilitated community of practice where they can come together to gain and share knowledge, resources and experience.

The Registrar Liaison Officer role works as a part of the RACGP's National Faculty for GPs in Training (GPiT) and with the GP Training teams within Education and Training to achieve GP Training program objectives and ensure registrars have a peer advocate to support them in training.

## Your Role

The RLO has a key role in peer support and advocacy for GP Registrars, acting as a liaison person between Registrars and the local and regional training teams to assist Registrars throughout training.

The RLO reports to the GPiT Faculty Manager to inform the RACGP at a national level on emerging registrar feedback, particularly surrounding processes, procedures and policy, and to provide input into programs and communications while also maintaining an understanding of RACGP activities to effectively address queries and communicate key messages.

The RLO assists registrars throughout their training, and requires excellent communication and teamwork skills, as well as an interest in education and training.

## Key Responsibilities

- Provide peer support and pastoral care to registrars, helping them to navigate available supports and escalate any concerns or issues as required.
- Work with the Regional Directors of Training, Regional Operations Managers and regional teams, to inform solutions to assist the College in solving the emerging issues and concerns raised by registrars and suggest changes for quality improvement.
- Attend regular meetings with the local and regional training teams (approx. monthly) and the GPiT Faculty (approx. bi-monthly) to provide feedback, input into key issues and receive updates on key registrar issues.
- Seek and maintain contact with registrars via:
  - attending and presenting at training program orientations, workshops and seminars, providing an overview of the RLO role and pathways for registrars to access support while training.
  - utilising registrar contact lists to inform communications and send announcements, including on behalf of GP training and the GPiT Faculty.
  - organise Registrar meetings and social events to facilitate peer connection.
  - arranging closed forums for registrars to provide feedback, including via social media where appropriate.
- Participate in relevant Committees and events as a Registrar representative, including:
  - other College meetings, including the Regional Advisory Groups and Regional Accreditation Panels.
  - representing the RACGP at events and conferences, including pipeline initiatives.
  - face to face and virtual meetings for the General Practice Registrars' Association.
- Represent GP training positively to peers and stakeholders.
- As required, provide feedback to the educational program, policy development and working parties, ensuring registrars' perspectives are represented.
- Support GPiT Faculty initiatives that influence positive outcomes in GP training.
- Assist to identify, provide information to, and orientation for future RLOs.

## Qualifications and Experience

### Essential

The RLO must:

- Be a registered general practitioner currently in training.
- Have strong communication, leadership and advocacy skills.
- Be a member of the RACGP GPiT Faculty.
- The role may require representation of a specific training pathway, such as general, rural generalist, fellowship support program. This will be articulated in the role advertisement.

### Highly Desirable

- Demonstrated experience or prior learning in negotiations and conflict resolution.
- Have completed at least (6) months of general practice community-based training within the AGPT program.
- This position requires knowledge of the General Practice Training Programs, National Terms and Conditions for the Employment of Registrars (NTCER), the Department of Health and AGPT or FSP 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

### Internal:

Your role requires interaction with internal and external stakeholders including:

#### Internal:

- GPs in Training Faculty Manager
- GPs in Training Faculty, Chair, Deputy Chair and regional representatives
- Registrar Liaison Officers
- Education and Training Leadership team
- Regional Operations Managers
- Regional Directors of Training
- GP Training and Education Services Business Unit staff
- Supervisor Liaison Officers
- Practice Manager Liaison Officers
- Medical Educators
- Training Coordinators
- Regional Campaign Leads
- RACGP Leadership team
- RACGP Faculty Managers

#### External:

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