

# Position description

Position title:	Supervisor Liaison Officer
Date of last revision:	January 2018

## 1. Purpose

Reporting to the Chief Operations Officer, the role of Supervisor Liaison Officer (SLO) works with the Practice Liaison and Support Officer (PLSO), the Registrar Liaison Officer (RLO) and with management to carry out the following functions to:

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

## 2. Essential duties and responsibilities

Essential duties and responsibilities include the following, other duties may apply:

### 2.1 Advocate for the individual and collective needs of GP supervisors and practice managers within GP Synergy's training network

- a) developing and implementing systems and processes that will enhance engagement with GP Synergy's GP supervisors
- b) representing the Practice Network at industry forum such as the General Practice Supervisor Liaison Officer Network (GPSLON)
- c) liaising and maintaining ongoing relationships with the supervisor industry body, General Practice Supervisors Australia.

### 2.2 Inform policy, systems and processes to enhance practice environment for the purposes of general practice training

- a) in liaison with the supervisor's network, the PLSO/s and RLO/s, the Supervisor Liaison Officer will identify relevant policy and procedural issues as they relate to general practice training
- b) he / she will work with management to inform quality improvements relevant to the practice environment
- c) participating in relevant GP Synergy committees such as Regional Advisory Councils.

## 3. Task specification

Task name	% Total work
Advocate for the individual and collective needs of GP supervisors and practice managers within GP Synergy's training network	80%
Inform policy, systems and processes to enhance practice environment for the purposes of general practice training	20%
TOTAL	100%

UNCLASSIFIED

## 4. Distinguishing factors and competencies

### 4.1 Skills and other attributes

Area	Description	Competency level required
<b>Skills</b>		
Computing	Medium to high level office computing skills including MS Office applications:	
	• MS Word	High
	• MS Excel	Medium
	• MS Outlook	High
	• MS PowerPoint	High
	• Adobe	Medium
	• Database	Medium
	• Web browsing	Medium
Communication	Written and verbal communication skills	High
	Interpersonal skills	High
Customer service	External customer service skills	High
	Internal customer service skills	High
Coordination	Time management - ability to handle multiple tasks simultaneously	High
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	High
	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Problem solving skills	High
	Document and electronic filing systems	High
	Project management	Medium
Analytical	Synthesises complex or diverse information	Medium
<b>Attitude and recommended characteristics</b>		
Attitude and recommended characteristics	Propensity towards internal and external customer service	High
	Propensity towards being organised	High
	Works well in a team environment	High
	Propensity towards multidisciplinary task role and is flexible	High
	Keeps focussed and organised under 'reasonable' pressure	Medium
	Reacts well under 'reasonable' pressure	High
	Demonstrates confidence and sound articulation to inform quality improvements and deliver workshops	High

	Demonstrates respect for internal and external stakeholders and upholds organisational values	Very high
	Maintains professionalism and a positive and courteous manner	Very high
	Demonstrates sound work ethic	Very high
	Is reliable and dependable	Very high
	Undertakes and participates in self-development activities	High
	Exhibits an affirmative approach to the requirements of the role and organisational activity	High
	Takes pride in presentation, quality and efficiency of work	Very high
<b>Complexity</b>		
	Requires a high degree of customer service and organisational skills	Very high
Complexity	Requires high level degree of judgment to perform a variety of job tasks that involve reference to multiple sets of standards and policies and confidentiality requirements	Very high
	Ability to cope with competing priorities and resources	High
<b>Supervision</b>		
Supervision	Requires the ability to be self-directed and work in a team setting	High
	Has the ability to work unsupervised	High
<b>Safety</b>		
	Observes safety and security procedures	High
Safety and Security	Observes the requirements under the Information Security Management System Charter and specific responsibilities	High
	Determines appropriate action when responding to safety and security matters	High

## 4.2 Knowledge

Requires knowledge of requirements of Australian General Practice Training, RACGP Vocational Training Standards, ACRRM Training Standards for Supervisors and Training Posts, National Terms and Conditions for the Employment of Registrars (NTCER), and GP Synergy, the Department of Health and AGPT policy and procedures (will be provided as part of orientation and induction to the role).

A sound understanding and proficient knowledge of other relevant standards, legislation, policies and procedures.

The role requires sound knowledge of the training practice environment.

### 4.3 Working conditions

- performing multidisciplinary job functions in a relatively stable work environment
- occasional disagreeable elements such as managing the co-ordination of competing tasks and priorities
- occasional travel
- some after hours work.

### 4.4 Physical demands

Requires medium work demands of an office environment including off site workshops and meetings.

### 4.5 Communicates with

- Management
- Medical educators
- Practice Liaison and Support Officers
- Registrar Liaison Officers
- GP Synergy staff
- GP supervisors (prospective and current)
- Practice managers and staff
- Other industry stakeholders

### 4.6 Scope of authority

- reports directly to the Chief Operations Officer

## 5 Qualifications

### 5.1 Education

- registered general practitioner
- accredited GP supervisor with ACT/NSW RTO

### 5.2 Experience

- current GP supervisor with ACT/NSW RTO
- experience or prior learning in negotiations and conflict resolution is desirable

### 5.3 Other qualifications/licences

- unrestricted motor vehicle licence (essential)

## 6 Document Information

### 6.1 Source documents and cross references

GP Synergy Policies, Procedures and Employment Contract

## 6.2 Revision history

The following table shows the changes that have been made to this document.

Reviewer	Date	Comments
JO	May 2012	Developed
ND	November 2015	Revised
ADMIN	August 2017	Update to Safety and Security
ADMIN	January 2018	Logo and format update