

# Position description

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

## 1. Purpose

Reporting to the Chief Operations Officer, the Registrar Liaison Officer (RLO) will act as a liaison person between the GP Registrars (GPRs) and GP Synergy. The liaison role will also extend to the regional training practice (RTP) member organisations.

The RLO's role is to advocate for and represent GPRs at the RTP management level, provide input into relevant programs and communications and assist GPRs during the transition period into and out of the RTP.

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

## 2. Essential duties and responsibilities

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

### 2.1 Registrar advocacy, representation of GPRs including at the RTP management level

- a) represent local GPR concerns and opinions at relevant GP Synergy management meetings
- b) seek and maintain contact with GPRs via:
  - attending/speaking at workshops and seminars; attending meal breaks during workshops; attending rural teleconferences
  - establishing and maintaining a GPR email list; sending notices and mail outs
  - liaison with hospital GPRs at Teaching Hospitals
- c) attend face to face meetings and teleconferences for the national General Practice Registrars Association (GPRA)
- d) convene and/or attend state-based GPR meetings
- e) participate in appropriate committees as a GPRA representative
- f) advocate for GPRs for appropriate working conditions and terms.

### 2.2 Contribute to relevant communications

- a) develop an RLO report for newsletters and other communications as required.

### 2.3 Participate in educational opportunities

- a) contribute to the educational program where appropriate
- b) assist in the development, planning and delivery of educational activities where relevant
- c) assist in facilitating the RTP educational program
- d) present information at the training program workshops developing an understanding of educational issues through teaching activities, eg:
  - orientation workshops for new GPRs
  - introductory workshop for GPT1 registrars
  - other workshops as appropriate

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- e) provide information and orientation for future RLO's.

## 2.4 Participation and involvement in relevant program functions

- a) assist with the GPR selection process as required
- b) policy development and implementation ensuring GPR's perspectives are presented when required
- c) participate in appropriate working parties as required
- d) participate in appropriate management business and planning meetings which may include:
  - Education Committee
  - Committee Overseeing GP Registrar Education

## 3. Task specification

Task name	% Total work
Registrar advocacy, representation of GPRs including at the RTP management level	70%
Contribute to relevant communications	10%
Participate in educational opportunities	10%
Participation and involvement in relevant program functions	10%
<b>TOTAL</b>	<b>100%</b>

## 4. Distinguishing factors and competencies

### 4.1 Skills and other attributes

Area	Description	Competency level required
<b>Skills</b>		
Computing	Medium level office computing skills including MS Office applications:	
	• MS Word	High
	• MS Excel	Medium
	• MS Outlook	Medium
	• MS PowerPoint	High
	• Adobe	Medium
	• Database	Medium
Communication	• Web browsing	Medium
	Written and verbal communication skills	Very high
	The ability to liaise between GPRs and the relevant parties	Very high
	Interpersonal skills	Very high
Customer service	External customer service skills	Very high
	Internal customer service skills	Very high

Coordination	Time management - ability to handle multiple tasks simultaneously	Medium
	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	Very high
	Document and electronic filing systems	Medium
	Project management	Medium
Analytical	Synthesises complex or diverse information	High
<b>Attitude and recommended characteristics</b>		
Attitude and recommended characteristics	Propensity towards internal and external customer service	Very high
	Propensity towards being organised	Very high
	Works well in a team environment	Very high
	Propensity towards multidisciplinary task role and is flexible	Medium
	Keeps focussed and organised under 'reasonable' pressure	High
	Reacts well under 'reasonable' pressure	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	Very high
	Willingness to develop negotiation and conflict resolution skills	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>		
Complexity	Requires a high degree of customer service and organisational skills	Very high
	Performs a variety of tasks in a multidisciplinary environment	Medium
	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	Medium
<b>Supervision</b>		
Supervision	Requires the ability to be self-directed and work in a team setting	Very high
	Has the ability to work unsupervised	Very high
<b>Safety</b>		

Safety and Security	Observes safety and security procedures	Very high
	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 the 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.

## 4.3 Working conditions

- occasional disagreeable elements such as managing the co-ordination of competing tasks and priorities
- occasional travel locally within the region
- other travel as required to attend relevant professional development activities, conferences and other events.

## 4.4 Physical demands

Requires minimal work demands of an office environment including off-site workshops and events from time to time.

## 4.5 Communicates with

- Medical Educators
- Director of Registrar Education
- Education and Training Coordinators
- Events staff
- Management and staff
- Registrars, supervisors and practice staff
- RLOs of other RTOs
- Other Industry stakeholders

## 4.6 Scope of authority

- reports directly to the Chief Operations Officer

## 4.7 Hours of work

Up to an average of 4-8 hours per week, flexible and negotiable with the Chief Operations Officer for a six month term. Some weekend and evening work will be required.

Remote working sessions can be arranged with prior approval from the Chief Operations Officer.

This role may be job-shared dependent on the regional requirement and/or the number of hours the incumbent is able to work.

## 5 Qualifications

### 5.1 Education

- MB BS, B.Med. (or equivalent)
- enrolled GPR with ACT/NSW RTO or recent graduate

### 5.2 Experience

- demonstrated experience working in a team
- computer proficiency including Microsoft office applications and communication technologies

### 5.3 Other qualifications/licences

- unrestricted motor vehicle licence (essential)
- current medical indemnity insurance (essential)
- demonstrated experience or prior learning in negotiations and conflict resolution is desirable / or a willingness to develop skills

## 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
JB	January 2009	Created
RC	March 2014	Revised
RC	January 2015	Revised
RC	March 2015	Annual review
AE and ND	October 2015	Updated
GVDW and ND	May 2016	Updated
ADMIN	August 2017	Update to Safety and Security
ADMIN	January 2018	Updated format