

Position description

Position title:	Practice Liaison and Support Officer
Date of last revision:	January 2018

1. Purpose

The training practice environment is considered an extension of GP Synergy's business. The Practice Liaison and Support Officer (PLSO) will take proactive steps to be in contact with, support and advocate for the needs of supervisors and practice managers in GP Synergy's training network.

Reporting to the Practice Liaison and Support Team Leader, the PLSO works with the other members of the PLSO team and the Chief Operations Officer to carry out the following functions for training practices in GP Synergy's footprint:

- a) **Advocate** for the individual and collective needs of supervisors and practice managers within GP Synergy's training network
- b) **Triage and inquiry support** for existing and prospective training practices including practice managers and supervisors who require information about any aspects of accreditation (new and existing) and their role and responsibilities with respect to general practice training
- c) **Provide induction** support for new and existing training practices and supervisors upon successful accreditation
- d) **Inform policy, systems and process development** together with the PLSO team to enhance practice environments for the purposes of general practice training
- e) **Organise, promote and, at times, deliver** professional development forums that are relevant to supervisors and/or practice managers engaged in general practice training
- f) **Participate and support the PLSO team** across the complete GP Synergy footprint from time to time as required by operational and strategic necessity
- g) **Proactively contribute** as a member of the Practice Liaison & Support Officer team

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 supervisors and practice managers within GP Synergy's training network

- a) develop and implement systems and processes that enhance engagement with GP Synergy's supervisors and practice managers at the individual and collective level ("Practice Network") within the PLSO's region of responsibility
- b) represent the Practice Network at industry forums as required
- c) in conjunction with the PLSO team contribute to and support a communications framework and associated program to ensure that the Practice Network is provided suitably frequent and relevant information.

2.2 Triage and inquiry support for existing and prospective training practices who require information about any aspects of accreditation (new and existing) and their role and responsibilities with respect to general practice training

- a) develop and maintain a current and detailed working knowledge of GP Synergy's policies and processes with respect to training post accreditation; the contractual obligations and responsibilities of supervisors and practice managers; the National Terms & Conditions for the Employment of Registrars (NMTC); and the training programs under management
- b) develop and maintain a current and detailed working knowledge of good practice with respect to general practice supervision and practice management relevant to general practice training
- c) act as the face of GP Synergy and support person to direct new and existing training post enquiries for the purposes of accreditation
- d) provide support in the use of GP Synergy systems including video conferencing and GPRime
- e) maintain an up-to-date understanding of GP Synergy's staff responsibilities in order to locate information and direct queries.

2.3 Provide induction support for new and existing training practices and supervisors upon successful accreditation by

- a) proactively contacting new training posts and supervisors offering assistance and guidance
- b) providing induction training where required
- c) providing instruction in the use of GP Synergy's IM/IT systems
- d) promoting and managing the online training post profile
- e) informing practice managers and supervisors of ongoing professional development
- f) establishing an ongoing relationship between GP Synergy and members of the practice.

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

- a) work with the PLSO team, the Chief Operations Officer and the Registrar Liaison Officer(s) (RLO) Supervisor Liaison Officer (SLO's), relevant committees and medical education team to review and develop policies and procedures as they relate to general practice training and the Practice Network
- b) work with the PLSO team and the COO to inform quality improvements relevant to the practice environment and the nexus between GP Synergy's administrative and training programs.

2.5 In conjunction with the PLSO team organise and, at times, deliver regional professional development forums that are relevant to supervisors and practice managers engaged in general practice training in the region

- a) engage with the Practice Network to identify the requisite skills, knowledge and attitudes to inform GP Synergy's educational framework
- b) conduct a gap analysis to identify the professional development needs of the Practice Network and work with management and the education team to develop and host educational events as appropriate
- c) oversee the development and delivery of workshops to meet the above needs within the ambit of the incumbent's skills, knowledge and attributes.

2.6 Participate and support the PLSO team footprint as required from time to time

- a) working with the PLSO team and management to ensure that workload is balanced across all regions
- b) provide cross-regional support to other PLSOs to cover times of increased workload, absence due to holiday or illness, or identified need

- c) proactively contribute to the regular development and review of policies and procedures relevant to the role as well as ensure that they understand and actively promote GP Synergy's communication strategy.

3. Task specification

Task name	% Total work
Advocate for the individual and collective needs of supervisors and practice managers within GP Synergy's training network	20%
Triage and inquiry support for existing and prospective training practices including practice managers and supervisors	50%
Induction support for new and existing training practices and supervisors upon successful accreditation	15%
Inform policy, systems and processes to enhance practice environment for the purposes of general practice training	5%
Professional development forums that are relevant to supervisors and practice managers engaged in general practice training	10%
TOTAL	100%

4. Distinguishing factors and competencies

4.1 Skills and other attributes

Area	Description	Competency level required
Skills		
Computing	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
Communication	Written and verbal communication skills	High
	Interpersonal skills	High
Customer service	External customer service skills	Very 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	Very high
	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Problem solving skills	Very high

	Document and electronic filing systems	High
	Project management	Medium
Analytical	Synthesises complex or diverse information	Medium
Attitude and recommended characteristics		
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
Complexity		
Complexity	Requires a high degree of customer service and organisational skills	Very high
	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
Supervision		
Supervision	Requires the ability to be self-directed and work in a team setting	High
	Has the ability to work unsupervised	High
Safety		
Safety	Observes safety and security procedures	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 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

The working conditions for this role are:

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

4.4 Physical demands

- Requires medium work demands of an office environment.

4.5 Communicates with

- Management
- Medical educators
- Staff
- SLO's and PLSO's
- Supervisors (prospective and current) and practice managers
- Other industry stakeholders.

4.6 Scope of authority

- Reports to the Practice Liaison and Support Team Leader under the matrix reporting structure.

5 Qualifications

5.1 Education

- Tertiary qualifications relevant to the role.

5.2 Experience

- Requires relevant and current knowledge and experience with the training practice environment.

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	
ND	July 2014	Annual review
RB & ND	November 2015	Review
ADMIN	August 2017	Update to Safety and Security
EH	January 2018	Reformatted