



This Position Description outlines the purpose, key responsibilities, measures of success, values and professional skills required for success in the role. It defines what “great” looks like and provides focus for recruitment, development, career planning, performance management and remuneration initiatives.

<b>Position Title:</b>	<b>Supervisor Liaison Officer</b>	<b>Current as of:</b>	September 2022
<b>Level:</b>	Clinician	<b>Direct Reports:</b>	NIL
<b>Reports To:</b>	Training Network Coordinator (State or Territory)		
<b>Key Relationships:</b>	Medical Educators, Regional Director of Training, Training Network Coordinator, Registrar Committee, membership engagement staff, Registrars, supervisors and practice staff, other internal and external stakeholders	<b>Location &amp; Other Requirements:</b>	<ul style="list-style-type: none"> <li>• Regional</li> <li>• Unrestricted motor vehicle licence and willingness to drive in the course of work</li> <li>• Current medical indemnity insurance</li> </ul>
<b>Role Purpose:</b>	<p>Reporting to the Regional Training Network Coordinator, the Supervisor Liaison Officer (SLO) works with the Rural Support Officer, Registrar Liaison Officer (RLO) and ACRRM management and staff to carry out the following functions:</p> <p>a) Advocate for the individual and collective needs of GP supervisors within ACRRM’s training network; and</p> <p>b) Inform policy, systems and process development to enhance practice environment for the purposes of general practice training.</p> <p>Core responsibilities are listed below and include Strategic Partnerships, Operational Excellence and People Management.</p>		
<b>Core Areas of Responsibility:</b>	<ul style="list-style-type: none"> <li>• Strategic Partnerships</li> <li>• Operational Excellence</li> <li>• Governance and Risk</li> <li>• GP Supervisor Advocacy</li> <li>• Representation to SLO Network</li> </ul>	<b>Role Specific Areas of Responsibility:</b>	<ul style="list-style-type: none"> <li>• GP Supervisor advocacy and representation</li> <li>• Inform policy, systems and processes to enhance practice environment for general practice training.</li> <li>• Conflict and negotiation management</li> </ul>
<b>Qualifications/ Skills/ Experience:</b>	<ul style="list-style-type: none"> <li>• AHPRA registered general practitioner</li> <li>• FACRRM</li> <li>• Accredited ACRRM GP Supervisor</li> <li>• Excellent interpersonal, liaison, written and oral communication skills</li> <li>• High level organisational, attention to detail, analysis and problem-solving skills in a fast paced, multi-disciplinary environment</li> <li>• Intermediate or better Microsoft Office applications skills</li> <li>• Detailed knowledge of requirements of the Australian General Practice Training (AGPT), ACRRM Training Standards for Supervisors and Training Posts, National Terms and Conditions for the Employment of Registrars (NTCER), and ACRRM, the Department of Health and AGPT policy and procedures (will be provided as part of orientation and induction to the role).</li> </ul>		



Key Area of Responsibility	Measure of Success
<b>Strategic Partnerships</b> <ul style="list-style-type: none"><li>• Builds and sustains relationships with a network of key people internally and externally</li><li>• Effectively and proactively maintains current networks to ensure engagement plans are embedded in operations</li><li>• Manage relationships to ensure stakeholders are engaged, have a voice and their needs are understood and acted upon where possible</li><li>• Recognises shared agendas and works towards mutually beneficial outcomes</li><li>• Understand and align stakeholder expectations and proactively resolve disputes</li><li>• Manage expectations, communicate requirements and contribute to development of College curricula and assessment knowledge</li><li>• Ensure supervisor engagement plan is embedded</li><li>• Contribute to the Training Organisation engagement strategy</li><li>• Contribute to the supervisor engagement strategy</li></ul>	<ul style="list-style-type: none"><li>• Key strategic relationships are in place to support future growth and sustainability</li><li>• Purpose and progress are sustained through relationships</li><li>• Client and key stakeholder feedback and retention</li></ul>
<b>Operational Excellence</b> <ul style="list-style-type: none"><li>• Engages and collaborates with relevant stakeholders to seek feedback, enhance and implement key operational processes that increase efficiencies and the quality of outcomes.</li><li>• Develop an RLO report for newsletters and other communications as appropriate</li><li>• Show a commitment to client service through own actions and those of the business unit</li><li>• Remain abreast of industry best practices and look for opportunities to enhance user experiences, engagement or drive efficiencies</li><li>• Ensure Quality Assurance objectives are being adhered to across the team</li><li>• Seek out and listens to feedback, share ideas, and encourages team members and peers to constantly look for more efficient and effective ways of working</li></ul>	<ul style="list-style-type: none"><li>• Responds flexibly to changing demands and identifies opportunities and adjusts approach to respond to threats</li><li>• Quality Assurance maintained and applied</li><li>• Continuous Improvement demonstrated through sharing of knowledge/ideas and process improvement</li></ul>
<b>Governance and Risk:</b> <ul style="list-style-type: none"><li>• Considers opportunities and anticipates risk. Applies lateral thinking and identifies innovative solutions.</li><li>• Identify issues or practices which require policy development or review</li><li>• Consult with clinical peers in the development of policy, curricula and standards</li><li>• Provide guidance to the Education Services team on policy implementation</li></ul>	<ul style="list-style-type: none"><li>• Risks minimised and resolutions or preventative measures in place</li><li>• Ensure contemporary practice in Training and Assessment</li><li>• Maintain currency of programs and uphold best practice standards</li></ul>
<b>Advocate for the individual and collective needs of GP supervisors within ACRRM's training network, including:</b> <ul style="list-style-type: none"><li>• Develop and implement systems and processes that will enhance engagement with ACRRM's GP supervisors</li><li>• Represent the Supervisor network at industry forums such as the General Practice Supervisor Liaison Officer Network (GPSLON)</li><li>• Liaise and maintain ongoing relationships with the supervisor industry body, General Practice Supervisors Australia</li></ul>	<ul style="list-style-type: none"><li>• GP supervisor engagement increased</li></ul>



<p><b>Inform policy, systems and processes to enhance practice environment for the purposes of general practice training, including:</b></p> <ul style="list-style-type: none"><li>• Liaise with the Supervisor's Network, Rural Support Officers and RLO/s, to identify relevant policy and procedural issues as they relate to general practice training</li><li>• Work with management to inform quality improvements relevant to the practice environment</li><li>• Participate in relevant ACRRM committees and advisory groups as required</li></ul>	<ul style="list-style-type: none"><li>• Practice environment continuous improvement</li><li>• GP Supervisor and registrar feedback</li></ul>
<p><b>Conflict and negotiation management</b></p> <ul style="list-style-type: none"><li>• Liaise with the College and the supervisor and act as an intermediary for support and advice</li><li>• Work with the Rural support officer to identify who additional practice support can be provided to work through conflict negotiations</li><li>• Provide resources and referrals to support as needed for conflict and supervision issues</li></ul>	<ul style="list-style-type: none"><li>• Supervisor advocacy and support</li></ul>



#### ACRRM VALUES

VALUE	WHAT THIS MEANS FOR THE ROLE
<b>We are visionary</b>	We are optimists who believe we can make a positive difference for our members and to the lives and health of rural and remote people. We are innovative, imaginative and determined.
<b>We are inclusive</b>	We are an open and welcoming group of diverse individuals, unified by a common purpose. We respect, inspire and support each other.
<b>We are courageous</b>	We are prepared to speak out, challenge the status quo and embrace change. We are champions, supporters and guardians.
<b>We are experts</b>	We are specialists in our field. We work with skill, dedication and care. We take pride in our achievements.

#### LEADERSHIP BEHAVIOURS

BEHAVIOURS	WHAT THIS MEANS FOR THE ROLE
<b>Building Capability</b>	<ul style="list-style-type: none"><li>▪ Empowers team through delegation of tasks</li><li>▪ Actively coach and mentor team members</li><li>▪ Identify capability gaps within the team</li></ul>
<b>Presence</b>	<ul style="list-style-type: none"><li>▪ Has a high level of confidence and is able to influence the team positively</li><li>▪ Is able to communicate and engage with internal and external stakeholders in a professional manner</li><li>▪ Projects a professional, optimistic image</li></ul>
<b>Focus</b>	<ul style="list-style-type: none"><li>▪ Responds flexibly to changing demands</li><li>▪ Is results orientated and outcome focused</li><li>▪ Drives continuous improvement through a solution focus</li></ul>
<b>Critical Thinking</b>	<ul style="list-style-type: none"><li>▪ Demonstrate the ability to make quality judgments and decisions</li><li>▪ Evaluate issues from multiple perspectives prior to making a decision</li><li>▪ Engage others in critical decisions</li></ul>
<b>Commercial</b>	<ul style="list-style-type: none"><li>▪ Identify and act on opportunities to benefit the College</li><li>▪ Understand the commercial impact of decisions</li><li>▪ Demonstrate financial acumen and the ability to build business cases</li></ul>
<b>Unity</b>	<ul style="list-style-type: none"><li>▪ Actively support decisions made by the College</li><li>▪ Ensure there is no blame or excuses, be accountability</li><li>▪ Take responsibility of decisions and outcomes as a team</li></ul>