POSITION DESCRIPTION

POSITION TITLE: General Practitioner Liaison Officer

CLASSIFICATION: Mercer

REPORTS TO: Director of Medical Services

PERFORMANCE AND DEVELOPMENT PLAN:

Conducted during the first 3 months from time of commencement then annually by immediate Supervisor/Manager. This Position Description shall be considered at the time of conducting your Performance and Development Plan.

ST JOHN OF GOD HEALTH CARE MISSION AND VALUES

Our vision is to bring healing to people through services that are caring, comforting and affirming and give them a reason to hope and a greater sense of their own dignity.

Our organisational culture reflects our values of Hospitality, Compassion, Respect, Justice and Excellence.

Importantly because the whole of the organisation is concerned with caring for or supporting people, those associated with the provision of services, at all levels, are considered to be "Caregivers".

Caregivers are expected to uphold the five values, treating each other and those they serve with respect and dignity in support of our vision.

1.0 PURPOSE OF POSITION

- Strategic co-ordination and communication of information with the GP community about SJGGH and its programs in order to improve patient access to and from SJGGH.

- Strategic coordination of information, engagement and collaboration between GP cohorts and SJGGH

- Coordinate projects that promote collaboration, relationship and partnership between SJGGH, GP's within the community, the Western Victoria Primary Health Network (WVPHN) and accredited VMO’s.

- Contribute to the professional development of General Practitioners and/or other medical practitioners in the region via supporting educational/CPD opportunities as offered and requested by SJGGH or regional providers
KEY RESULT AREAS:

- Demonstrates commitment to the Values and Mission of SJGHC
- Development of strong partnering relationship with WVPHN
- Work collaboratively within hospital and GP community to identify new initiatives and service enhancement
- Assist in strengthening referral options for General Practice to accredited VMO’s
- Assist leading digital enhancement of clinical communication to General Practice including, admission and discharge notification, discharge summaries and operation notes.
- Enhance coordination between SJGGH Emergency Department and General Practice
- Coordination of GP database for networking and communication purposes
- Planning and implementation of educational activities where appropriate

KEY RELATIONSHIPS/STAKEHOLDERS:

- GP’s within WVPHN
- Accredited VMO’s
- Director of Emergency Department
- WVPHN

2.0 POSITION REQUIREMENTS

2.1 Mission

- Capacity to understand and willingness to support and promote the Mission and Values of St John of God Health Care.
- Commitment to organisation’s service ethos through the provision of excellent service.
- Caregivers are required to act in accordance with the standards of behaviour outlined in the SJGHC Code of Conduct document.

2.2 Leadership and Communication:

- Excellent interpersonal skills.
- Proven effective communication skills
- Ability to work as part of a multidisciplinary team.
- Customer/client and team focused.
- Self-started and initiator, relationship builder
- Committed to “whole person” care and best practice
- Ability to initiate and implement change

2.3 GP Liaison and Collaboration:

- Experienced general practitioner able to advocate on behalf of GP’s in a variety of settings
- Ability to synthesize common issues, needs, opportunities and determine specific action plans for collective benefit/corrective action
- Experience in developing and implementing educational activities for target audiences
- Presentation and influencing skills
- Familiarity with information technologies in the GP setting
- Appreciation of the current dynamics for private and public health care providers and the levers on both
- Change management and negotiation skills
- Strong orientation to serving and supporting others
- All other reasonable duties as directed by Manager/Supervisor.

3. Team Work

- Participate as a valued team member promoting and contributing to a supportive
team environment.

4. Communication
   • Communicate effectively with all customers and patients using the appropriate channels, utilising appropriate formal and informal channels of communication.

5. Quality and Risk
   • Participate in, contribute to and implement quality improvement and risk management into all aspects of service

6. Occupational Health and Safety
   • Adhere to all applicable St John of God Health Care policies and guidelines;
   • Take reasonable care of themselves and others;
   • Not to interfere, bypass or misuse any system or equipment provided for health, safety and welfare purposes;
   • Take all actions to avoid, eliminate or minimize hazards;
   • Seek information on any work they undertake and be aware of the risks and hazards associated with their work;
   • Report all incidents / hazards / injuries;
   • Assist in completion of incidents / hazards / injuries reports;
   • Participate in the documentation of Risk Assessments and Standard Operating Procedures for activities that could pose a OHS risk;
   • Raise OHS issues with appropriate caregivers and take part in OHS consultative arrangements;
   • Use Personal Protective Equipment as required and directed;
   • Attend all mandatory and recommended OHS training as scheduled by Group Services;
   • Promote a positive safety culture within their areas by demonstrating a positive commitment to OHS.

7. Environment
   • The caregiver, recognising St John of God Health Care commitment to responsible environmental stewardship, will support the organisational Environmental goals in performance of all duties.

SELECTION CRITERIA

Essential
   • A willingness and capacity to embrace the Mission and Values of St John of God Health Care.
   • Registered General Practitioner (minimum 5 years accreditation in general practice/primary care setting)
   • Current registration with Medical Board of Australia (AHPRA)
   • Understanding of and commitment to Private Health
   • Excellent communication and relationship skills
   • Understanding and awareness of contemporary and emerging contexts in professional practice

Desirable:
   • Experience working in private sector/credentialed for same
   • Previous working relationship with private/NFP sector
   • Keen interest in regional/local area collaboration and planning
   • An understanding of and commitment to quality improvement.