

Position Title: **GP Liaison Officer**

Campus: Horsham

Directorate: Workforce Development

Department: Medical Workforce Unit

Reporting to: Medical Workforce Manager

Direct Reports: nil

Appointment Terms/Conditions:

Classification and Code: **Grade 2 (HS2)**

Enterprise Agreement: Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The GP Liaison Officer supports the delivery of the Single Employer Model (SEM) trial at Grampians Health by acting as the key point of contact between Grampians Health, participating primary care providers, partner health services, and external stakeholders including GP Colleges, the Victorian Rural Generalist Program, and the Department of Health.

The role focuses on building effective relationships, coordinating activities, and resolving issues to support Rural Generalist trainees to remain employed by Grampians Health while undertaking training and clinical placements across primary care and health services within the VRGP Grampians region.

In addition, the role will contribute to the Medical Workforce Unit Medical Recruitment team, providing support during peak recruitment periods for Junior Medical Staff across Grampians Health and assisting with the recruitment portfolio for Horsham-based Junior Medical Staff positions.

KEY ACCOUNTABILITIES

1. Lead and coordinate the delivery of the Single Employer Model (SEM), including the planning and management of trainee placements and secondments across primary care and partner health services.
2. Act as the primary point of contact for trainees, GP practices, and key stakeholders, building strong relationships and proactively resolving operational issues.
3. Coordinate recruitment, onboarding, and placement arrangements in collaboration with RACGP, ACRRM, and the Victorian Rural Generalist Program (VRGP), ensuring alignment with program requirements.
4. Manage contractual and administrative processes, including agreements with participating practices, invoicing, and associated documentation.
5. Maintain accurate program records and data, and contribute to reporting, financial reconciliation, and program monitoring requirements.
6. Monitor program risks and compliance, ensuring adherence to SEM requirements and contributing to continuous improvement initiatives.
7. Maintain effective key relationships with the following:
 - Key internal relationships
 - Medical Workforce Unit
 - Finance and payroll teams
 - Directors of Training for Rural Generalist trainees
 - Key external relationships:
 - Workforce Strategy, Planning and Leadership Branch, Department of Health
 - Victorian Rural Generalist Program
 - Participating primary care providers
 - Other health services in the VRGP region
 - Royal Australian College of General Practitioners (RACGP) and Australian College of Rural and Remote Medicine (ACRRM) training coordinators
 - Other Single Employer Model trial sites as required
8. Provide administrative and operational support to the Medical Workforce Medical Recruitment team during peak recruitment periods for Junior Medical Staff across Grampians Health
9. Contribute to the management of the Horsham Junior Medical Staff recruitment portfolio, acting as a key contact for applicants, department representatives, and other stakeholders
10. Contribute as a member of the Medical Workforce Unit and provide support across medical workforce functions, including recruitment, onboarding, workforce administration, and special projects, as required

KEY SELECTION CRITERIA

Qualifications

- Relevant qualification in health, public administration, workforce, project coordination, or a related field, or equivalent experience (desirable).

Essential

- Experience supporting medical workforce programs, training pathways, or health workforce education initiatives.
- Experience working in, or with, Victorian public health services.
- Demonstrated ability to build and maintain effective relationships with diverse stakeholders.
- Strong organisational skills, with the ability to manage multiple priorities concurrently.
- Clear and effective written and verbal communication skills, including the ability to explain complex information in plain language.

Desirable

- Knowledge of rural generalist training pathways and GP training environments.
- Experience supporting time-limited programs, trials, or pilot initiatives.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to

health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.