



1. Position Details

Position Title	Client Liaison Officer
Department	AGPAL - Operations
Location:	Brisbane
Reports to:	National Manager, AGPAL Accreditation
Direct Reports	Nil

Vision:	Excellence through continuous improvement.
Mission:	To support organisations and individuals to provide safe and effective quality services that meet their community's needs.

2. Position Summary

The primary role of the position is to provide quality client services and assist in the administration of all processes of accreditation.

3. Key Deliverables

- Providing up to date and consistent Information to clients on relevant standards.
- Providing services and solutions to clients to their satisfaction
- Effective and timely reporting of outputs and performance.
- Effective communication and telephone support to clients



4. Key Responsibilities

Accreditation

- Maintain knowledge of accreditation Standards and processes implemented in Australian General Practice Accreditation (AGPAL).
- Provide consistent information related to the Standards including the Royal Australian College of General Practitioners (RACGP) Standards, and other Professional and Industry Standards.
- Co-ordinate client portfolio/team portfolio as delegated to the role.
- Plan for and assist AGPAL clients implement their accreditation cycle.
- Telephone and electronic communication support to practice/service staff and surveyors/assessors.
- Deliver efficient client support services in the cycle of accreditation including registration, selfassessment, and application through to certification post-assessment.
- Maintain a high standard of quality checks and final preparation of accreditation reports.
- Complete document management (pre and post accreditation) processes.
- Participate in evaluation processes and projects as required and ensure quality data entry to evaluations.

Administration and General

- Actively participate in and communicate with multi-teams in AGPAL and QIP.
- Manage your workload effectively, complete weekly tasks and activity associated with the client portfolio.
- Build positive relationships with all clients.
- Assist with complaints and compliance processes.
- Maintain portfolio/client group records, scanning, documentation and archiving of records as per business requirements.
- Contribute to the development and implementation of quality standards and quality improvement in accreditation processes.
- Provide effective customer service, and assist with telephone calls.
- Assist with mailouts, as required.
- Represent AGPAL and QIP in a professional manner at conferences, trade events as required.
- Follow workplace health & safety procedures of the company and contribute to making a safer workplace for everyone.



Reporting

- Monitor and report on areas of delegated responsibility as outlined above.
- Contribute to the delivery of quality improvement in all professional undertakings and areas of operation.
- Undertake any other tasks relating to the clients of AGPAL and QIP that may arise as a directive of the National Manager(s), General Manager Operations, Group Chief Executive Officer or other members of the Senior Management Team.

5. Key Attributes and Skills

- Understanding of or previous experience in the health sector with particular consideration given to experience in any of the following areas – general practice, quality assurance, accreditation, medical/health education, or health care policy, would be highly desired.
- The ability to work in a team environment or autonomously, as required.
- Excellent organisation and time management skills.
- High standard of communication skills verbal and written.
- Ability to proof read and produce quality written material.
- Ability to multi-task; adhere to deadlines and timeframes, have attention to detail, follow through and accept responsibility.
- Competent knowledge and skills in the use of Microsoft Office products including outlook, word and excel.
- Ability to develop and follow operational procedures.
- Knowledge of workplace health & safety responsibilities at workplace

6. Organisational values

AGPAL Group of companies expect all employees to commit to the following organisational values:

Customer Focus: We provide a positive experience for our clients. We listen to, respect and understand their needs, and are ready to provide them with tools, assistance and support to help them achieve their goals.

Integrity: We do what we say we will.

Innovation: We provide a safe platform for innovative ideas, dynamic approaches, creative thought and quality improvement.

Position Description: Client Liaison Officer



Partnership: We work in partnership with each other, our clients and our stakeholders to embrace and celebrate diversity and create quality improvements for all.

Excellence: We regularly monitor, evaluate and improve our actions and nurture our ideas for the benefit of our clients.

Signed as an Agreement

Signed for and on behalf of
Australian General Practice Accreditation Limited by
a duly authorised person

Name of Authorised Person

Signature of Authorised Person

Position:

Date:

Name of Employee

Signature of Employee

Date: