

Position description

Position title:	Accreditation Officer
Date of last revision:	April 2018

1. Purpose

Reporting to the Accreditation Team Leader, the Accreditation Officer carries out all aspects of training facility including extended skills community posts and general practice supervisor accreditation, as well as assisting in GP Synergy's accreditation as a Regional Training Organisation (RTO). These accreditation programs refer to standards as they apply from the respective organisations:

- a) Royal Australian College of General Practitioners (RACGP)
- b) The Australian College of Rural and Remote Medicine (ACRRM)
- c) Department of Health
- d) GP Synergy

The Accreditation Officer is required to be self-directed and carry out GP Synergy's policy and processes with respect to the accreditation function.

The role is best suited to a person who is mature, able to work autonomously, enjoys wide variety of administrative tasks, has a very high propensity towards planning and being organised, and is highly customer service focused.

2. Essential duties and responsibilities

The training practice environment can be considered an extension of GP Synergy's business. The role will manage all aspects of training facility accreditation ensuring that applicable College and GP Synergy training facility standards and policies are met.

Essential duties and responsibilities include the following, other duties may apply:

2.1 Receipt and review all applications for accuracy and completeness

- a) initial accreditation as a training facility (all professional bodies RACGP, ACRRM)
- b) additional supervisor accreditation within a facility
- c) reaccreditation as a training facility and/or supervisor.

2.2 Site visits

Lead and manage all aspects of the 'site visit' in line with GP Synergy's accreditation policy and processes including:

- a) management of timelines and bookings for site visit
- b) timely organisation and engagement of surveyors where required
- c) working with and through the Director of Education and Training ACT and the Regional Heads of Education regarding accreditation matters
- d) pre-visit survey team briefing and induction
- e) leading and controlling all aspects of the site visit.

2.3 Reporting and database management

Develop, collate and action:

- a) feedback reports at completion of site visits
- b) the accreditations recommendation report for review by the Quality, Safety and Compliance Manager and signoff by the Director of Education and Training ACT and NSW and Chief Operations Officer (or delegate) ensuring that upon successful accreditation, the process of training facility certification is carried out in line with GP Synergy's policy and processes
- c) recommendations reporting to the professional bodies for their accreditations register
- d) reporting, auditing and managing the internal accreditation databases.

2.4 Compliance monitoring

- a) monitor training facility performance against the relevant college standards to ensure compliance with requirements
- b) record and monitor non-compliance issues within the non-compliance register
- c) investigate issues accordingly and collate evidence in accordance with GP Synergy's Compliance Management Policy.

3. Task specification

Task name	% Total work
Receipt and review all applications for accuracy and completeness	30%
Site visits	30%
Reporting and database management	20%
Compliance monitoring	20%
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 Access	Low
	• MS Outlook	Medium
	• MS PowerPoint	High
	• Adobe	Medium
• Database	Medium	

	<ul style="list-style-type: none"> Web browsing 	Medium
Communication	Written and verbal communication skills	Very high
	Interpersonal skills	Very high
Customer service	External customer service skills	Very high
	Internal customer service skills	Very high
Coordination	Time management - ability to handle multiple tasks simultaneously	Very 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	Very high
Attitude and recommended characteristics		
Attitude and recommended characteristics	Propensity towards internal and external customer service	Very high
	Propensity towards being organised	Very high
	Works well in a team environment	High
	Propensity towards multidisciplinary task role and is flexible	Very high
	Keeps focussed and organised under 'reasonable' pressure	Very high
	Reacts well under 'reasonable' pressure	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
	Performs a variety of tasks in a multidisciplinary environment	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	Very high
	Has the ability to work unsupervised	Very high
Safety		
Safety and Security	Observes safety and security procedures	Very 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 Standards for Training Posts Training Providers and Trainers, ACRRM Standards for Training Posts Training Providers and Trainers, and GP Synergy and Department of Health 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.

4.3 Working conditions

- 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
- travel for practice visits both within the designated region and to other locations throughout is required.

4.4 Physical demands

- Requires medium work demands of an office environment.

4.5 Communicates with

- Management
- GP Synergy staff
- Supervisors and other training facility staff
- Colleges and professional bodies (such as RACGP, ACRRM)
- Other Industry stakeholders

4.6 Scope of authority

Reports directly to the Accreditation Team Leader under the matrix reporting structure.

5 Qualifications

5.1 Education

- relevant graduate and/or post graduate qualifications in support of the role

5.2 Experience

- min 3-5 years experience in a similar role
- background in healthcare and dealing with health professionals at all levels.

5.3 Other qualifications/licences

- unrestricted motor vehicle licence
- own car desirable

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
ND	November 2014	Created
JO	October 2015	Updated
JO	December 2015	Updated
ADMIN	August 2017	Update to Safety and Security
ADMIN	April 2018	Logo and format update