

1. Position Details

Position Title	Client Liaison Officer
Department	QIP Health
Location:	Brisbane
Reports to:	National Manager, QIP Community & Health Services 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 administration and client support for the delivery of accreditation programs. This position will report directly to the National Manager, QIP Community & Health Services Accreditation.

3. Key Deliverables

- Maintain knowledge of all accreditation programs and undertake allocated tasks to support processes.
- Provide up to date and consistent information to clients on standards relating to the QIP Health programs as required
- Effective and timely reporting of outputs and performance.
- Effective communication and telephone support to clients and stakeholders.
- High level administrative support and program knowledge in order to provide backup support for Client Liaison Officer (CLO) as required.

4. Key Responsibilities

4.1 Accreditation

- Maintain knowledge of accreditation Standards and processes implemented in QIP, in particular, those that are the responsibility of the QIP Health team.
- Provide support to the QIP Health Team for all accreditation programs implemented in QIP Health
- Provide telephone and electronic communication support to clients, staff and auditors
- Deliver efficient administrative support services in the cycle of accreditation including registration, application, self-assessment through to awarded accreditation post assessment
- Follow the Report Quality Check Framework to 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.

4.2 Administration and General

- Actively participate in and communicate with operational team members and all departments within the AGPAL Group of Companies
- Manage your workload effectively, complete weekly tasks and activity associated with the client portfolio.
- Complete tasks and KPI's within the required timeframe in accordance with the client portfolio
- Build positive relationships with all staff, clients, stakeholders and peak bodies
- Assist with complaints and compliance processes.
- Maintain client portfolio records, scanning, documentation and archiving of records as per business requirements.
- Contribute to the development and implementation of quality improvement in accreditation processes (where required)
- Provide effective customer service, and assist with incoming overflow telephone calls from reception.
- Assist with mailouts
- Represent the AGPAL Group of Companies in a professional manner at conferences and trade events as required.
- Follow workplace health and safety procedures of the company and contribute to making a safer workplace for everyone.

4.3 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 management of AGPAL and QIP that may arise as a directive of the National Manager, General Manager Operations, Group Chief Executive Officer or other members of the Senior Management Team.

5. Key Attributes and Skills

5.1 Knowledge 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.
- Extensive administration experience
- The ability to work in a team environment and autonomously to achieve organisational outcomes
- Excellent organisation and time management skills.
- The ability to show initiative and drive
- 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 follow operational procedures.
- Ability to develop operational procedures (as delegated by direct report)
- Knowledge of workplace health and safety responsibilities at workplace

5.2 Qualifications

- Completion of any AGPAL Group of Companies e-learning modules or training as required

5.3 Core Competencies

- Knowledge of audit principles, practices and techniques
- Knowledge of QIP's accreditation processes
- Knowledge of client's business sector and service provision
- Knowledge of client products, processes and organisation
- Declares no conflict of interest and is impartial at all times
- Competency and ongoing assessment in line with Position Description

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.

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: