

## POSITION DESCRIPTION

# Independent External Reviewer

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**Incumbent:** TBA

**Job title:** Independent External Reviewer

## Our Organisation

The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG) is the leading standards body responsible for the training and education of specialists and GP obstetricians in obstetrics and gynaecology in Australia and New Zealand.

RANZCOG is committed to the establishment and maintenance of the highest possible standards of practice in women's health and provides programs in training, accreditation and continuing professional development (CPD) that are responsive to the evolving health care needs of women.

RANZCOG supports research into women's health and act as an advocate for women's healthcare by forging productive relationships with individuals, the community and professional organisations, both locally and internationally.

## Our Values

- **Advocacy** – We are a leading voice for equity, social justice, policy and fairness.
- **Education** – We embrace the opportunity to learn, share knowledge and experience through innovation, discovery, and research.
- **Excellence** – We are committed to performance at the highest standard, in our work, training, research and support.
- **Integrity** – We act honestly, ethically and with accountability with everyone, and in everything we do.
- **Kindness** – We act with compassion and care towards ourselves, and one another
- **Respect** – We expect, and promote, inclusivity, valuing individual rights, beliefs and choices.

## Purpose of role

An Independent External Reviewer provides independent oversight of College complaints and whistleblower handling processes and seeks to ensure concerns can be raised and issues addressed fairly without fear of reprisal or retribution.

To maintain the impartiality of the Independent External Reviewer, the College commits to providing indemnity to protect them from any action whilst performing their duties. The College will also provide assistance and access to information as per *Independent External Reviewer Policy*.

The Reviewer also acts as the first point of contact for any complaint or disclosure involving the College President, Board members, or Chief Executive Officer, in accordance with the *Independent External Reviewer Policy*.

The Independent External Reviewer is a fully independent non-member or non-college staff that is appointed for the term of the RANZCOG Council by the Board on the recommendation of the President. Eligible applicants will be assessed per the key selection criteria and *RANZCOG Conflict of Interest policy*.

## Key responsibilities

The Independent External Reviewer will have the responsibility to:

- Investigate and determine applications for review of complaints referred by the College or directly submitted to the IER including Bullying, Discrimination and Sexual Harassment (BDSH) complaints;
- Investigate and determine disclosures referred by the College or directly submitted to the IER under the WhistleBlower Policy;
- Liaise and provide instruction and guidance to disputing parties including the Complainant and the Respondent in relation to the External Review Process;
- Write clear and logical decisions setting out the basis for the decision, relevant findings of fact and the material on which those findings were based including providing written reasons where a decision is made not to assess or progress a matter;
- Work closely but independently with the College Chief Executive Officer (CEO) and Governance & Legal Staff working within the Office of the President and CEO to provide guidance on the Independent External Review Processes;
- Act as the first point of referral for any complaint or disclosure relating to the College President, Board member(s), or Chief Executive Officer.
- Build and maintain collaborative working relationships with internal stakeholders and provide support relating to or arising out of External Review Process;
- Provide relevant process improvement recommendations to the Board on Complaints and Whistleblower processes;
- Conduct a review of all the complaints and whistleblower disclosures and provide a report to the Board, annually or as requested;
- Conduct a review of reconsideration, review or appeal of any College decision-making processes and provide a report to the Board, annually or as requested;
- Act in accordance with the Code of Conduct;
- Act in accordance with all relevant laws, regulations and policies governing Complaints and WhistleBlower processes; and

Perform all responsibilities, including reviews, investigations, reports, referrals, and decision-making, in accordance with the RANZCOG Independent External Reviewer Policy, as well as all relevant laws, regulations, and College policies and procedures.

## Selection Criteria

To be successful in the role, a candidate will have:

- Relevant knowledge and experience in Governance or similar fields, which includes complaints handling and mediation
- An understanding of Australian and New Zealand Whistleblower standards and legal requirements and the ability to apply these standards to College processes
- An understanding of the Medical Council of Australia and the Medical Council of New Zealand standards and the ability to apply these standards to the College processes.
- Skilled in working autonomously and collaboratively with an internal team while maintaining independence in its review of internal processes.
- Good communication skills and ability to liaise with various stakeholders within the College
- Proven case management skills and ability to handle different demands and make timely reports where required
- Experience working with the Medical Board of Australia is preferred
- Demonstrated understanding of natural justice, procedural fairness and confidentiality obligations
- Proven ability to operate independently and without conflict of interest

The successful candidate will be provided with on-boarding training in relation to the College Processes and Policies and support in accordance with the *Independent External Reviewer Policy*.

## Governing Documents

- Reconsideration, Review and Appeal of Decisions Policy
- Bullying, Harassment and Discrimination Policy
- Code of Conduct
- College Organisational Values
- Complaints Policy
- Complaints: Procedure for Managing Administrative and General Complaints
- Complaints: Procedure for Managing Formal Complaints Against RANZCOG Members
- Conduct of Meeting Policy
- Confidentiality Policy: Board, Council and Committees
- Conflict of Interest Policy
- Consumer, Community and Other External Representatives on RANZCOG Council and Committees
- External Independent Reviewer Policy
- Privacy Policy
- WhistleBlower Policy

## Work Health and Safety

All members and staff have a personal responsibility to work safely and to abide by health and safety legislation, policies, rules and established safe work practices. All members and staff are responsible for their own safety and that of fellow colleagues.

## Declaration

I \_\_\_\_\_ acknowledge that I have read and understood the **Independent External Reviewer** Position Description.

I accept that the Position Description may be subject to amendments and updating periodically due to organisational requirements.

Incumbent: \_\_\_\_\_ (signature)      Date: \_\_\_\_\_