

**AUSTRALIAN DENTAL ASSOCIATION VICTORIAN BRANCH INC.  
STAFF DUTY STATEMENT**

**LOCUM COMMUNITY RELATIONS OFFICER (CRO) /PROFESSIONAL CONSULTANT (PC)**

Responsible to: Community Relations Manager (CRM)

**PREAMBLE**

Locum CRO/PCs will be recruited through an interview process if operational requirements need additional CRO staff to cover the roster for regularly rostered CROs when they are unable to perform their duties due to annual leave, illness or other reasons. A flexible approach is required to this rostering due to the indeterminate nature of absences that may need to be covered from time to time. To the extent possible, substantial notice will be provided where the absence relates to annual leave being taken.

**PRIMARY DUTIES**

- To provide an information service to the public in response to:
  - enquiries; and
  - complaints concerning Members of the Branch.
- To provide information, advice and counselling to Members of the Branch, as appropriate.
- To advise the Community Relations Administrative Officer (CRAO) or CRM of any issues arising which need immediate management.
- To advise the Community Relations Administrative Officer (CRAO) or CRM when the insurer's documentation is required to be sent to members.

**CONDITIONS**

Locum CRO/PCs shall not participate in representation of the Branch to any third party organisation.

All employees are required to comply with Branch policies.