

Position Description

Position Title	Eligibility & Selection Manager	Reporting to	Head of Assessment
Business Unit	Education	Direct reports	2+
Classification	Manager 1	Date	October 2023

Our Organisation

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we've supported the backbone of Australia's health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We're a point of connection for GPs serving communities in every corner of the country.

Australia's GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your Team

The Education Business Unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review and maintain Education and Training standards for all aspects of a GP's training and education across the lifelong journey of General Practice. In maintaining the Education and Training standards, Education teams develop and deliver educational activities, Fellowship examinations, set and apply eligibility, selection and entry criteria for Fellowship pathways, and implement the RACGP's strategic vision. The functions of Education include:

- Medical Educators and Censors
- Assessment
- Education Governance and Development
- Continuing Professional Development (CPD)

Your Role

The Eligibility & Selection Manager is a senior leadership position which is critical to defining and delivering on the RACGP's strategy to optimise entry and selection to GP training programs, including the Australian General Practice Training (AGPT) program and Fellowship Support Program (FSP).

The role ensures the applicant experience is seamless and enhanced to maintain attraction to the RACGP's value proposition for trainees as the college of choice for the speciality of general practice. It is responsible for ensuring compliance with relevant Commonwealth grant obligations and the alignment of principles, functions and processes with assessment best practice, GP Training strategy and the RACGP training ecosystem.

The Entry & Selection Manager is a thought leader and exceptional people leader with a focus on strategy, quality service delivery and operations, and works effectively with a range of stakeholders to ensure a robust, defensible, cohesive and nationally consistent approach in the area of responsibility.

The RACGP is currently undertaking a review of its processes and systems to support entry and selection into GP Training programs. The position is key to setting appropriate strategic direction for the project and driving outcomes which balance setting the minimum standard for entry to GP Training and filling as many places as possible to support workforce and community need. This is achieved through the provision of fair, accessible, flexible and timely entry and selection processes which position general practice as a desirable career path for medical students and junior doctors. The role will also provide vital senior leadership and stability for teams across the College through a period of transition, managing project impacts and change in a respectful and considerate manner.

Key Responsibilities

- Utilise effective leadership, influence and significant skills and expertise to set and execute the RACGP's strategic direction and vision for entry and selection into GP Training.
- Develop operational workplans that support the RACGP's strategic operating plan and the Executive Team's priorities, to position the RACGP as the College of choice for the profession.
- Ensure compliance with the RACGP's Commonwealth grant obligations for selection into AGPT.
- Oversee the functions that support entry and selection into RACGP training programs, including registration, application, eligibility assessments and selection assessments, ensuring national consistency and robust and defensible outcomes that meet quality standards.
- Lead, coach and develop multiple teams using an exemplary leadership style that inspires high performance, continuous improvement and innovation, and demonstrates RACGP's Values.
- Provide strategic and operational direction in the review of eligibility criteria, selection assessments and related processes and systems to support business improvement, an improved and cohesive applicant experience and the transition to a common application management solution across RACGP training programs..
- Manage the area of responsibility with a focus on the impact of decisions on applicants and GP training outcomes.
- Employ best practice project management to ensure project outcomes are achieved and benefits realised.
- Ensure all processes and systems are aligned with the wider Assessment Department and RACGP policies.
- Optimise the applicant experience to cultivate attraction to the general practice profession.
- Provide strategic advice to the Head of Assessment and Executive Team.
- Build and maintain effective relationships with and influence with a range of internal and external stakeholders.

- Handle highly sensitive information and situations diplomatically and respectfully.
- Evaluate and synthesise complex information to develop papers, briefings and reports, and present to internal and external stakeholders including the Executive Team and Board.
- Negotiate external contracts for the provision of services and manage vendor performance and relationships.
- Identify and effectively manage risks in the delivery of the functions, ensuring the RACGP is safeguarded.
- Pre-empt and prepare for changes in the GP Training landscape, providing timely advice in consultation with the GP Training Business Unit.
- Partner with other leaders across Business units to develop application, eligibility and selection models for the future that consider GP workforce needs and the RACGP's KPIs and obligations to the Commonwealth as part of AGPT delivery.
- Analyse and report on data to support management decisions and meet contractual requirements.
- Lead change within the Assessment Department and across Business Units.
- Apply a continuous improvement approach that includes holistic evaluation of all processes from each stakeholder perspective and initiate regular process review.
- Plan and execute data driven initiatives and innovation to improve the quality and efficiency of the functions, and lead improvement projects from planning and delivery to embedding as BAU.
- Monitor for environmental impacts and effectively respond and make recommendations based on evidence.
- Develop and manage an annual budget that ensures a cost-effective model and appropriate use of AGPT grant funding
- Ensure through your leadership approach that an inclusive working environment and culture thrives within the RACGP that focuses on outcomes for our employees that improve engagement, retention, development and productivity.
- Develop talent and ensure diverse talent pipelines to provide succession candidates for all key leadership positions.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Tertiary level qualification in a relevant field.
- Senior leadership experience in a service delivery context of a similar sized nature.
- Highly developed interpersonal skills and leadership attributes which align with the RACGP's Values.
- Significant transferable knowledge, skills and experience commensurate with level of responsibility.
- Extensive knowledge in the health and/or education sector or ability to rapidly acquire extensive knowledge to become an influential senior leader in the area of responsibility.
- An understanding of assessment design principles and modalities.
- Extensive project management experience.
- Ability to inspire, coach and support multiple teams to achieve exceptional service outcomes.
- Experience handling highly sensitive information and situations diplomatically and respectfully.
- Experience in providing high level strategic advice to senior and executive level leaders.
- Demonstrated organisational skills and ability to effectively manage teams to meet deadlines and quality standards.
- Experience leading and effectively managing change.
- High level of resilience, drive and initiative.
- Advanced oral and written communication skills.
- Established research and analytical skills.
- Experience in developing and managing budgets and contracts.
- Ability to operate independently, anticipate changes in the complex environment and plan accordingly.
- Proficient in use of the Microsoft Office suite.
- Flexibility to work after hours (including weekends).

Highly Desirable

- Post-graduate qualification in a relevant field.

Your Relationships

Internal:

- Executive Team.
- Senior Leaders.
- Assessment Teams.
- National Clinical Leads and National Assessment Advisors
- Censors and Censor-in-Chief.
- GP Training Regional Operations Managers.
- GP Training Regional Operations Teams.
- GP Training Marketing Team.
- GP Training Workforce Team.
- Directors of Training.
- Business Intelligence and Insights Team.
- Education Governance and Development Teams.
- Membership Business Unit.
- Business Services Teams.

External:

- Members.
- Training Applicants.
- Assessment Candidates.
- Assessment Vendors.
- Department of Health and Aged Care.
- Other state and Commonwealth departments.
- Australian Medical Council.
- GP Practices.