

Position Description

Position Title	Rural Programs Administrative Officer	Reporting to	Manager Rural Pathways and Rural Generalist Training
Business Unit	GP Training	Direct reports	N/A
Classification	Level C	Date	June 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 RACGP delivers the community-based General Practice Training Program (GP) which is the specialist training program to train medical doctors in general practice as a key component of the Department of Health's Australian General Practice Training (AGPT) Program. The Rural Programs Administration Support is a part of the GP Training Program team within the RACGP.

The role will also work closely with the Education Business Unit, a key business services function to ensure RACGP has the right mechanisms to support, review and maintain standards for all aspects of a GP's training and education.

Your Role

Reporting to the Manager Rural Pathways and Rural Generalist Training, the Rural Programs Administrative Officer provides highly professional administration support for the Rural Programs portfolio assisting in the provision of ongoing support for rural programs and the RACGP Rural Plan.

The role calls for a mature minded individual with strong administrative and customer service skills, who can work independently as well as part of a wider team. The Rural Programs Administrative Officer works with the Manager Rural Pathways and Rural Generalist Training to support the education team in reviewing, planning, implementing, and monitoring policies and processes that underpin/enhance the rural programs.

Key Responsibilities

- Work with the Manager Rural Pathways and Rural Generalist Training and other relevant staff to review, plan, implement and monitor policies and processes of rural programs across the regions
 - Contribute to process reviews aimed at adhering to best practice methods and maintaining interface with other business requirements and systems
 - work with administrative staff and leaders to ensure an appropriate interface is maintained between rural programs and other business processes
 - participate in presentations associated with training requirements and processes across the regions
 - other necessary administrative activities to support the registrars.
- Provide high level administration support to the rural programs team
 - provide administrative support for activities and projects associated with rural GP training initiatives and collaborations
 - provide administration and secretarial support for the rural programs team members, including scheduling and organising team meetings, preparing agendas and taking minutes
 - attend and provide administrative support to rural programs related educational activities and events
 - handling and distribution of rural programs related correspondence, as required
 - responding to inquiries in relation to rural programs matters, ensuring sound customer support, always being supportive to external and internal stakeholders.
- Relationship management
 - act as an initial point of contact and triage for rural registrars enquiring about in administrative processes related to vocational training
 - work closely with the Training Coordination team and Program Delivery team members in relation to registrar and training related matters related to their AGPT training post.
- Data management
 - work closely with the Training coordination team to ensure data is accurately entered across relevant platforms
 - work closely with the Data Integrity team to ensure currency and accuracy of relevant data and records.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Proven administration skills and/or event coordination
- A proven track record in managing the coordination of competing tasks and priorities
- Excellent communication skills
- Ability to autonomously resolve complex issues through the gathering and analysis of information in order to achieve the best outcome
- A commitment to working cross-functionally and collaboratively
- Experience working in health and/or education setting
- Intermediate to Advanced skill in MS Word, PowerPoint, Excel, online learning management and customer relationship management systems

Highly Desirable

- Tertiary qualification in relevant area is desirable
- Experience in supporting the delivery of the AGPT program

This role requires knowledge of requirements of Australian General Practice Training, RACGP Vocational Training Standards, the Department of Health and AGPT policy and procedures. This is not assumed knowledge. The college will provide this as part of orientation and induction to the role along with a sound understanding and proficient knowledge of other relevant standards, legislation, policies, and procedures.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Chief Training Officer
- Chief Education Officer and Education Services business Unit
- RACGP Leadership team
- RACGP Faculty managers
- Rural Training Program team
- RACGP employees

External:

- A RACGP Members
- External stakeholders (e.g., Rural Health Organisations, General practice groups; State and Territory Health Organisations (coordination units for RG training)).