

Position Description

Position Title	Regional Exam Support and Workshop Delivery Officer	Reporting to	Operations Team Leader or Regional Operations Manager
Business Unit	GP Training	Direct Reports	Nil
Classification	Level C	Date	January 2024

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 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 Regional Exam Support and Workshop Delivery Officer is a part of the regional GP Training team and is responsible for providing support for exam and workshop delivery.

Your Role

Reporting to the Operations Team Leader or Regional Operations Manager, with a strong dotted line to the Regional Director of Training, the Exam Support and Workshop Delivery Officer will provide support that enables high quality delivery of exam preparation and workshops within the region. Working closely with the Medical Educators and other regional and local teams, you will bring to the team the skills that complement the medical education team and enable everyone within the team to operate at the top of their scope to ensure outstanding education is delivered regionally. This role requires an individual with confident communication skills, and someone who can always calm a situation.

Key Responsibilities

- Coordination of exam preparation activities regionally as directed by the regional medical education team and regional operations team.
- Maintain high service quality at medical education workshops and events.
- Development of pre workshop information under the direction of the medical education team.
- Coordinate exam workshop delivery at a regional level including:
 - Book venues and arranging catering
 - Book flights and accommodation
 - Liaise with presenters and medical educators
 - Coordinate of event invitations, registrations & attendance records
 - Collect, compile, and format of all event materials
 - Update and maintain online e-Learning event materials
 - Attend events, being the hands on the ground for workshop coordination regionally
 - Set up for events (bump in) and close events (bump out).
- Liaise with the local operations team on registrar matters of attendance and participation in regional workshops.
- Maintain relevant databases and directories.
- Ensure the proper collation and filing of events related documentation and registrations.
- Provide general administrative support to the regional medical education team.
- Work effectively with the local and regional GP Training Program Management teams and Medical Education teams to achieve high quality educational program delivery.
- Assist in the coordination of other events or activities as required.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Proven administrative skills and project coordination ability.
- Experience in event management.
- Advanced skills in Microsoft Office.
- Strong interpersonal skills.
- Ability to remain calm in stressful and complex environments.
- Ability to work as part of a team as well as independently.

Highly Desirable

- Experience within the AGPT program.
- Flexibility with working hours and ability to work outside of normal business hours to support occasional workshop delivery in the evenings and weekends.
- Understanding of the GP Registrar training setting and the apprenticeship model.
- Knowledge of vocational training.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- GP Training and Education Services Business Units
- Local and regional GP Training Program Management and Medical Education team members
- RACGP Leadership team
- RACGP Faculty managers
- RACGP employees

External:

- RACGP Members
- External stakeholders