

Position Description

Position Title	Eligibility Officer	Reporting to	Eligibility Coordinator
Business Unit	Education	Direct reports	Nil
Classification	Level C	Date	September 2022

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

The functions of the Education division include:

- Medical Education and Clinical Leads
- Education Strategy and Development
- Assessment Development
- Assessment, Examination and Selection Operations
- Education Governance
- Accreditation Programs, Evaluation and Quality, Education Research
- National Clinical Lead Assessment Operations & Committee Liaison
- Training Programs
- Information & Data Systems

Your Role

The Eligibility Officer supports the RACGP's delivery of eligibility checking for entry into some of the RACGP training programs: Australian General Practice Training (AGPT) Program; the Practice Experience (PEP) Standard/ Fellowship Support Program and PEP Specialist Streams.

Under direction from the Manager, Information & Data Systems and Eligibility Provider Lead with oversight by the Eligibility Coordinator, the Eligibility Officer implements adapted timelines, workflows and other resources provided by the Commonwealth Government, as well as adopt new systems and processes to support the program.

Duties includes day-to-day processing and troubleshooting of eligibility assessments for more than 2000 applicants per year. The role contributes to continual improvement of existing work processes, data gathering and reporting.

Key Responsibilities

- Work with the Eligibility Coordinator to optimise and update processes and workflows to deliver eligibility assessments for the RACGP training programs.
- Deliver annual eligibility assessment processes for medical practitioners who wish to enter one of the RACGP Training Program i.e. AGPT or PEP/FSP etc, including tracking application numbers, accurately processing applications in line with -work instructions, policies, procedures and guidelines.
- Support the delivery of educational activities including setup of eligibility review panel, webinars or information sessions for RACGP training programs in line with national processes and procedures.
- Contribute in setting up and testing of the application and eligibility component of the Selection Application Management System (SAMS) and Survey Monkey Apply (SMA) prior to each intake.
- Report on benchmarks and quality indicators for the eligibility assessment process to act as the baseline for quality improvement activities.
- Contribute to quality improvement activities to increase accuracy and efficiency of administrative tasks and improve member satisfaction.
- Use your business knowledge of the eligibility process to proactively identify opportunities for continuous improvement, draft and propose responses to emerging risks and opportunities.
- Assist Eligibility Coordinator in onboarding and training of short-term contractors (as required) to deliver eligibility assessments for the RACGP training programs.
- Develop and deliver communications to internal and external stakeholders regarding entry into the RACGP Training Programs.
- Case managing enquiries including troubleshooting and providing guidance relating application and eligibility status of the application to both members and other staff.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Experience in process development and analytical skills, including the demonstrated ability to understand complex workflow
- Capacity to operate in a rapidly changing environment and commitment to contributing to a continuous improvement culture
- Experience in developing positive relationships in complex, sensitive and high-profile stakeholder environments
- High level communication skills with the ability to explain complex processes with clarity and in a positive and encouraging style
- A resilient and independent capacity to thrive on the challenge of change
- A strong member-driven ethic
- Satisfactory completion of a National Police Check may be required.

Highly Desirable

- Understanding of the medical training program eligibility process
- Experience working with RTOs and Department of Health
- Understanding of the existing structure and relationships of the RACGP
- Understanding of the post-graduate training process, with preference given to experience in specialist medical training.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Information and Data Systems Manager
- Eligibility & Provider Number Lead
- Senior Data and Reporting Analyst
- RACGP managers and employees

External:

- Applicants and potential applicants to AGPT or PEP training programs
- Department of Health
- Regional Training Organisations