

# Position Description

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|----------------|--|----------------|---|
| Position Title | Executive Support and Membership Administrator | Reporting to   | Manager, Aboriginal and Torres Strait Islander Health |
| Business Unit  | Government Relations, Policy & Practice        | Direct Reports | NIL   |
| Classification | Level B  | Date           | FEB 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

RACGP Aboriginal and Torres Strait Islander Health provides the RACGP with strategic and operational support to advance the RACGP's work in the field of Aboriginal and Torres Strait Islander health.

It aims to achieve this through:

1. Supporting GPs and other health professionals to provide clinically and culturally appropriate healthcare to Aboriginal and Torres Strait Islander communities.
2. Enhancing engagement with communities and key stakeholders
3. Enhancing the quality and effectiveness of cultural awareness and cultural safety training for GPs
4. Advocating for improvements to Aboriginal and Torres Strait Islander health and primary healthcare service delivery
5. Enabling the RACGP to acknowledge and embrace Aboriginal and Torres Strait Islander cultures
6. Supporting self-determination and community control
7. Ensuring members understand the benefits of Faculty membership and actively contribute to the Faculty and the broader work of the RACGP.

## Your Role

The Executive Support and Membership Administrator is located in the RACGP Aboriginal and Torres Strait Islander Health team and reports to the Manager, Aboriginal and Torres Strait Islander Health. This role provides high level secretariat support, project assistance and membership administrative support to the Faculty Board, Education Committee, Awards Committee and Manager, Aboriginal and Torres Strait Islander Health.

## Key Responsibilities

- Provide secretariat support for the Manager, Faculty Board, Education Committee and Awards Committee
- Respond to enquiries from members and stakeholders
- Assist in the development of all Faculty communications including newsletters and e-blasts
- Support the Faculty Board election process in line with the Faculty regulations
- Support the coordination of all Faculty awards
- Contribute to the development and maintenance of Faculty membership engagement strategies
- Oversee payment of financial invoices and professional services claim forms
- Organise staff, member and stakeholder travel
- Participate in the RACGP Performance Review Cycle.
- Deliver agreed Work Performance Goals – to be developed in conjunction with Manager.
- Other duties as required.

## Qualifications and Experience

### Essential

- Year 12 or equivalent secondary qualification and relevant work experience
- Experience in providing secretariat and administrative support to boards and/or committees within a health environment
- Excellent written communication skills, with demonstrated experience in agenda preparation, minute taking and drafting correspondence
- Excellent interpersonal and customer service skills
- Well-developed organisational and problem solving skills
- Skills in managing committee and/or member processes and functions
- Microsoft Office proficiency and a capacity to work with databases
- Ability to plan, organise and establish own work priorities to manage a complex workloads

### Highly Desirable

- A relevant tertiary qualification in business administration and relevant work experience
- Experience working in Aboriginal & Torres Strait Islander health
- Skills in the use of document management databases
- Information management - TRIM and iMIS (desirable)

## Your Relationships

Your role requires interaction with internal and external stakeholders including:

### Internal:

- RACGP Aboriginal and Torres Strait Islander Health
- National and State Faculties
- Government Relations, Policy & Practice employees
- Education division employees
- RACGP Expert Committees
- Media and Communications
- Marketing and Publications
- Information and Technology
- Finance

### External:

- RACGP Aboriginal and Torres Strait Islander
- Health Board, Board, Education Committee
- and Awards Committee
- RACGP Members
- National Aboriginal Community Controlled Health Organisation
- State and Territory affiliates
- Australian Indigenous Doctor's Association
- Indigenous General Practice Registrars Network
- Torres Strait Regional Authority
- Experts in Aboriginal and Torres Strait Islander health