

Position Description

Position Title	Program Coordinator, QLD	Reporting to	Regional Manager, QLD
Region	Queensland	Date	April 2024

Joint Colleges Training Services Pty Ltd

Joint Colleges Training Services Pty Ltd (JCTS) is a joint venture of the Australian College of Rural and Remote Medicine (ACRRM) and the Royal Australian College of General Practitioners (the RACGP). JCTS will enable RACGP and ACRRM to deliver shared GP training activities for the Colleges' respective fellowship training programs and includes the development and delivery of Aboriginal and Torres Strait Islander health strategic plans, cultural education and cultural mentorship, provide support and guidance to Aboriginal Community Controlled Health Services regarding the GP Training program and other potential areas of collaboration.

Your Role

Reporting to the Regional Manager, the Program Coordinator is responsible for the management and delivery of JCTS' program within the region. The Program Coordinator works closely and collaboratively with the regional JCTS team as well as the GP Training program's operations team, medical educators and registrars, supervisors and practices in the region and the Aboriginal Community Controlled Health Services.

The role plays an important role in providing and coordinating the administrative tasks related to the delivery and communication of Aboriginal & Torres Strait Islander health training activities and events.

Key Responsibilities

- Working in close partnership with Aboriginal & Torres Strait Islander Health team to ensure cultural competency of program participants and Aboriginal and Torres Strait Islander registrars are well supported – this is a top priority. This includes:
 - Working closely with GP Training's local and regional medical education and operations team members to ensure seamless delivery of the cultural awareness training program in their region.
 - Developing strong working relationships with GP Training's registrars, supervisors and practice managers in their local region, ensuring they have a sound understanding of cultural awareness training requirements and processes.
- Contribute to the forecasting and planning process for the region to determine how many registrars can train in each ACCHO or Aboriginal & Torres Strait Islander health training facility to meet community need and coordinate registrar placements to meet these needs.
- Coordinate and participate in core training events with the Aboriginal & Torres Strait Islander Health Training team.

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- Coordinate the scheduling of Cultural Observations Visits within ACCHO or Aboriginal & Torres Strait Islander health training facilities.
- Work with the respective College to process registrar applications for transfers between pathways or regions for registrars in an ACCHO or Aboriginal & Torres Strait Islander health training facility placement.
- Action the appeals and grievances processes with the support of the Aboriginal & Torres Strait Islander Health Training team and escalate where required.
- Support activities of the GP Training program delivery team that results in increasing junior doctors to the GP training program and/or the number of rural placements.
- Schedule planned visit to all ACCHO or Aboriginal & Torres Strait Islander health training facility at least once per term to conduct practice and community needs analysis.
- Work in consultation with the College accreditation teams responsible for accreditation and reaccreditation of Aboriginal & Torres Strait Islander Health Training facilities as required including participating in the annual training capacity planning process for the region.
- Ensure supervisors of all ACCHO or Aboriginal & Torres Strait Islander health training facility are meeting program requirements as specified in accreditation requirements, placement agreements and policies.
- Responding to participant enquiries.
- Ensure all program activity data is accurately maintained across multiple platforms.
- This position requires flexibility as there is some requirement to work outside normal working hours, including evenings and weekends.
- This position may require travel and a valid drivers' licence is required. If you are not able to drive, alternative options may be considered.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential:

- The ability to clearly and influentially articulate program requirements.
- Strong communication skills both oral and written
- Have a sound understanding of Aboriginal and Torres Strait Islander culture from a health context.
- Previous experience of working Government, non-government and community controlled health services.
- A commitment to working collaboratively.
- Experience working in Aboriginal & Torres Strait Islander health and/or education setting.
- Ability to manage the coordination of completing tasks and priorities.
- Skills in MS Word, PowerPoint, Excel, online learning management and customer relationship management systems.
- Must have a driving licence and be willing to travel

Desirable:

- Tertiary qualification in relevant area (such as health or business)
- In depth understanding and experience in the supporting the delivery of the AGPT program



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Your Relationships

Your role requires interaction with internal and external stakeholders which may include:

Internal:

- Joint College Training Services regional and local team members and regional cultural mentors

External:

- RACGP and ACRRM members and employees
- RACGP shared services employees
- Non-Vocationally Registered doctors
- Australian Government Department of Health (DoH)
- Australian Government Department of Human Services (DHS)
- Aboriginal Community Controlled Community Health Services (ACCHSs)
- General practice managers and other staff
- Aboriginal Health Training Facilities (non-Aboriginal Medical Services)
- External Cultural Mentors and Cultural Educators