

Position Description

Position Title	Regional Education Support Officer	Reporting to	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 Education Support Officer is a part of the regional operations team and is responsible for providing high level administrative support to the operations and medical education leadership team within their region.

Your Role

Reporting to the Regional Operations Manager with a strong dotted line to the Regional Director of Training, the Regional Education Support Officer will provide high level administrative support to the regional leadership team to support and enable high quality training delivery within your region.

This role requires impeccable communication skills, both written and verbal, and someone who can always calm a situation.

Key Responsibilities

- Provide high level administration support across a range of activities to the regional leadership team.
- Consult, liaise and work with key internal and external stakeholders to provide support to the regional leadership team in achieving initiatives.
- Assist Regional Operations Manager and Regional Director of Training with projects and workshops as required.
- Triage, escalate and refer queries and follow up with key action items.
- Coordination of medical education and regional operation meetings including creation of meeting, all documentation and minutes during meetings, assist with out of meeting session and action.
- Annual Training Calendar creation and implementation with support team members.
- Booking ME education and training meetings and other external meetings around the state, facilitating Zoom sessions, breakout rooms etc.
- Conference attendance coordination for regional and local team members.
- Travel booking Hire car, flights, accommodation.
- Workshops Planning meetings, timetabling, communications, presenter liaison, content creating, all zoom meetings, occasional co-facilitation & content creation (non-clinical skills building).
- In consultation and collaboration with the regional evaluations officer facilitate and support the evaluation of education activities both regionally and locally.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- High level administration and coordination skills.
- Exceptional communication skills both verbal and written.
- Proven project management skills.
- Ability to engage professionally with all stakeholders across the college and externally.
- Excellent time management and organisational skills.
- Ability to work as part of a team and independently.
- Demonstrated ability to remain calm in busy high paced environments and complex situations with others.
- Advanced Microsoft office knowledge and skills.

Highly Desirable

- Experience working within the Australian General Practice Training Program delivery.
- Experience within the education delivery or medical setting.
- Understanding of the General Practice environment and the nature of the role of a GP.

- Flexibility with working hours and ability to work outside of normal business hours to support occasional workshop delivery in the evenings and weekends.

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