

Position Description

Position Title	Education Support Administrator	Reporting to	Education Support Lead
Business Unit	Education	Direct reports	Nil
Classification	Level B	Date	November 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 Business Unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review and maintain Education and Training standards for all aspects of a GP's training and education across the lifelong journey of General Practice. In maintaining the Education and Training standards, Education teams develop and deliver educational activities, Fellowship examinations, set and apply eligibility, selection, and entry criteria for Fellowship pathways, and implement the RACGP's strategic vision. The functions of Education include:

- Medical Educators and Censors
- Assessment
 - Innovation
 - Selection and Fellowship Exam Development and Delivery
 - Eligibility
 - Selection Programs
 - Education Support
- Education Governance and Development
 - Education Standards and Curriculum
 - Education Strategy & Development
 - Accreditation
 - Education Governance – Committees and Policy
 - Digital Education
 - Evaluation, Quality & Research
- Continuing Professional Development (CPD)
 - CPD Projects
 - CPD Operations
 - CPD Marketing and communications
 - CPD Program Coordinators and Faculty Support
 - Leadership and Mentoring Programs

Your Role

As the Education Support Administrator your role is critical to the successful delivery of high quality RACGP assessment products and services to members seeking Fellowship including providing support for continual improvement of the Pathways.

You will report directly to the Education Support lead, administering applications and issuing accurate outcomes relating to Education Support assessments.

Key Responsibilities

- Process applications and issue outcomes for assessments of general practice experience on the General Practice Experience (GPE) Pathway and eligibility assessments for the Specialist Pathway in custom RACGP software, in line with work instructions and using templates provided
- Process applications for short-term training assessments, letters of status requests and PESCI, in line with work instructions and using templates provided
- Communicate proactively and answer queries (verbal and written) from members and other staff with accuracy and in accordance with agreed turnaround times relating to Education Support assessments including troubleshooting and enquiry management
- Contribute towards identifying opportunities for improvement including drafting and proposing responses to emerging risks and opportunities
- Working with the Education Support Lead, Education Support Coordinator and Education Support Project Coordinator to support work process improvements and the successful delivery of upcoming projects such as the redevelopment of the Specialist Pathway, national upscaling of PESCI and development of short-term training assessments
- Assist the Education Support Lead with training and coaching new team members
- Contribute to regular reviews of process documentation and templates

- Maintain effective relationships with other business units and key stakeholders to ensure timelines and standards are met
- In consultation with Manager/Supervisor, deliver agreed Work Performance Goals
- Comply with all other policies and procedures
- Other duties as directed

Qualifications and Experience

Essential

- Relevant Business and/or Administration Training.
- Experience and commitment to high quality customer service delivery ideally within a member-based organisation.
- High level communication skills both written and verbal with the ability to produce high quality, clear and succinct correspondence.
- Experience in data entry with accuracy and speed.
- Experience in planning, organising and multitasking to ensure tight deadlines are achieved.
- A resilient and independent capacity to thrive on the challenge of change.
- Strong computer literacy skills with knowledge and use of Microsoft Office (with a focus on Excel and Word) with the ability to learn and use new systems quickly and proficiently.
- Ability to operate in a changing environment and committed to contributing to a continuous improvement culture.

Highly Desirable

- Business and/or administrative training to Diploma Level and/or have successfully completed a degree qualification in any related field
- An understanding of general practice training in Australia
- Experience working with members in a not-for-profit environment
- An understanding of the existing structure and relationships of the RACGP

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Head of Assessment
- Medical educators
- Assessment teams
- Member Services Centre
- National Clinical Lead, Assessment Operations and Education Governance
- National Clinical Lead, Assessment
- Censors and Committee members
- Other RACGP staff

External:

- Members and applicants
- GP contractors
- Regulatory body staff including AHPRA
- Recruiters and migration agents