

Position Description

Position Title	Administration Officer, WA	Reporting to	Regional Manager, WA
Region	Western Australia	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 role works within a close knit team to support medical educators, GP Training operations team members, GP registrars, supervisors and practice to coordinate the delivery of activities to promote Aboriginal and Torres Strait Islander Health Training and Cultural Awareness and Safety training in Aboriginal health contexts.

In addition, the Administration Officer provides a range of administrative tasks and procedures that underpin the successful delivery of programs and activities of the regional JCTS team. The roles also provides important secretariat support, as well as enable the effective flow of information and communication to all stakeholders.

Key Responsibilities

- Provide region wide administration support to the JCTS team.
- Work closely with Cultural Educators and the regional team to deliver on a range of cultural education and activities to promote Aboriginal and Torres Strait Islander Health Training.
- Attend ACCHS site visits and other stakeholder engagements with the Senior Aboriginal Health Cultural Educator as required.
- Provide support to the Regional Manager and Cultural Educators in preparing reports in accordance with set timeframes and communicate effectively within the team around progress, issues/barriers and support.
- Act as an initial point of contact for the Aboriginal Community Controlled Health Services and other internal/external stakeholders related to the delivery of the regional JCTS strategic plan.
- Provide secretariat support and events management for the regional JCTS team including forums, meetings and workshops.
- Support the effective flow of information and communication to all stakeholders.
- Effectively maintain electronic and manual filing systems for regional and state portfolios.

Joint Colleges Training Services

- 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:

- Strong customer service skills (internal and external)
- Excellent written and verbal communication and interpersonal skills
- Experience with supporting events coordination
- Able to problem solve and triage, refer and consult as appropriate
- Highly organised with an ability to handle multiple tasks simultaneously
- Works well in a team environment, flexible and able to work under pressure
- Demonstrated attention to detail, accuracy and thoroughness in work produced
- Demonstrated strong work ethics
- Intermediate office computing skills including MS Office applications such as MS Word, PowerPoint, Excel, online learning management and customer relationship management systems
- Must have a driving licence and be willing to travel

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