

Position Description

Position Title	Program Support Officer	Reporting to	Training Coordination Team Leader / Operations Team Leader / Regional Operations Manager
Business Unit	GP Training	Direct reports	N/A
Classification	Level C	Date	December 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 Education and Training business unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review, maintain and deliver standards for all aspects of a GP's training and education across the lifelong journey of General Practice.

The business unit delivers the GP Training programs to train medical doctors in general practice as a key component of the Department of Health's Australian General Practice Training (AGPT) and Rural Generalist Programs along with the RACGP's Fellowship Support Program (FSP) and Specialist Practice Experience Program. Education and Training develops and maintains the curriculum and educational standards for these programs as well as the ongoing development and delivery of the RACGP's Continuing Professional Development (CPD) Home. With more than 60% of the team made up of clinical employees, including medical educators and Censors, the member experience is front and centre.

The Education and Training Operations department is responsible for the nationally consistent delivery of activity that supports the end-to-end registrar journey from application, selection and placement through training delivery and examination. Driving a member-centric focus across all operational functions, is key to building a reputation for educational and training excellence.

The functions of the Education and Training Operations department include:

- Education Governance and Development
- Assessment
- GP Training Operations
- Training Data and Systems.

Your Role

The Program Support Officers works in a highly collaborative and coordinated way with the regional GP Training Operations leadership team, Training Coordinators and Medical Education team to deliver a customer-centric, optimally efficient general practice education and training program.

The Program Support Officer will undertake event organisation and administrative tasks and be a subject matter expert in their assigned key responsibilities within their region. The role will also support and provide back-up for other Program Support Officers within the local and regional area.

Success in this position will be achieved by well-honed customer service skills and high-level event coordination and administration skills that are applied across a variety of activities and projects externally and internally, as well as the ability to identify and implement continuous improvement in work practices.

Key Responsibilities

- Coordinate administrative tasks relating to AGPT program delivery, including but not limited to:
 - supporting the process of 'recognition of prior learning' assessment for new cohort registrars
 - compiling Completion of Training (COT) documentation
 - assist with the coordination of the registrar learning plans for each training term.
 - Coordinate External Clinical Teacher Visits (ECTV) including but not limited to visitor allocation, follow up and ensuring timely completion of visitor reports.
 - Contribute to the creation and maintenance of manuals, workflows and standard operating procedures.
 - Respond to registrars, supervisors and practice managers' queries as required.
 - Provide the Medical Education's team with administrative support for all initiatives related to the education and assessment framework.
 - Support the accreditation and reaccreditation processes including attending training facility visits where appropriate.
 - Assist the local team to monitor Focused Learning Interventions (FLIs), formal remediation progress and the flag system.
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- Support activities within the program delivery team that results in increasing the number of rural placements.
- Liaise with relevant organisations on behalf of RACGP as it relates to the areas of responsibility of the role.
- Partner with the Aboriginal and Torres Strait Islander Health team to ensure the completion of cultural competency program and support for Aboriginal and Torres Strait Islander registrars is a top priority.
- Assist in the development of the education calendar and coordinate all local program work plan activities.
- Maintain high service quality standard of RACGP workshops and events
- End to end coordination and running of registrar, supervisor, and practice manager small and large workshops, education days and assessment activities, including but not limited to:
 - booking venues and arranging catering
 - booking flights and accommodation
 - liaising with presenters and medical educators
 - coordination of event invitations, registrations & attendance records
 - collection, compilation and formatting of all event materials
 - updating and maintaining event materials
 - attending events as the RACGP representative and
 - setting up for events (bump in) and closing down events (bump out).
- Maintain asset registers and ensure all equipment for workshops is in optimal working order.
- Ensure all program activity data is accurately entered across multiple platforms in a timely manner.
- Assist with the coordination of requests for data from within the college e.g. exam enrolments.
- Provide timely and accurate information that requires communication to program participants.
- Reviewing and processing of invoices and claims received.
- Reception and office management duties as required.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

This role requires the incumbent to travel to locations outside of their local RACGP office to set up, coordinate and run events and conduct practice visits. The travel requirement is dependent of the region and may require overnight stays. There is an element of manual handling to transport and set up equipment for events within the Program Support Officer role. Manual handling training will be provided.

Please note some events are held outside of normal office hours and an occasional work outside of office hours is required.

Qualifications and Experience

Essential

- Experience in an administrative and event coordination role
- A proven track record in managing the coordination of competing tasks and priorities.
- High level customer service skills
- Excellent communication skills, both verbal and written.
- Ability to autonomously resolve complex issues through the gathering and analysis of information in order to achieve the best outcome.
- A commitment to working cross-functionally and collaboratively.
- Intermediate to Advanced skill in MS Word, PowerPoint, Excel, online learning management and customer relationship management systems.

Highly Desirable

- Tertiary qualification in relevant area is desirable.
- Current and valid driver's licence and own transport preferred.
- Experience working in health and/or education setting.
- Experience in supporting the delivery of the AGPT program.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Training Coordinators
- Program Support Officers
- Medical Educators
- GP Training Operations Leadership team
- Member Engagement business unit
- RACGP employees
- RACGP faculties and committees

External:

- RACGP members
- Non-Vocationally Registered doctors
- Australian Government Department of Health and Aged Care (DoHAC)
- Australian Government Department of Human Services (DHS)
- General Practice managers and staff
- GP Supervisors Australia
- GP Registrars Australia