

Position Description

Position Title	Payments Coordinator	Reporting to	Data Integrity and Reporting Manager
Business Unit	GP Training	Direct Reports	Nil
Classification	Level C	Date	June 2023

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 role will also work closely with the Education Business Unit, a key business services function to ensure RACGP has the right mechanisms to support, review and maintain standards for all aspects of a GP's training and education.

Your Role

Reporting to the Data Integrity and Reporting Manager, the Payments Coordinator works to support RACGP's training and education program by ensuring data in our database is of the highest quality. For this reason, the Payments Coordinator must have an in depth understanding of the Australian General Practice Training (AGPT) business and system processes, a high level of attention to detail, thoroughness and accuracy in work performed.

The Payments Coordinator ensures the quality and accuracy in AGPT administrative processes, and the associated data processed. They ensure an appropriate interface is maintained between the education and training program and other interrelated business processes.

Key Responsibilities

Coordinate the end-to-end data processing requirements to support RACGP's training and education program and reporting for the Nationally Consistent Payments Framework (NCPF)

- Ensuring that the Training Management system acts as the system-of-record for the delivery and management of the AGPT program and NCPF by RACGP
- Ensuring that a holistic view of business processes together with the requirements of all stakeholders is considered during each process stage and activity to avoid negative impact on registrars, supervisors and practices
- Work with team members to ensure timely, complete and accurate recording of data in the Training Management system
- Identifying interdependencies between business processes and data processing so as to manage the sequencing of processing to ensure data integrity and to minimise impacts on subsequent dependent processes
- Ensuring that proposed registrar placements comply with AGPT program and RACGP requirements
- Ensuring that paperwork required by the AGPT program is complete, correct, and is provided to the Department of Health (DoH) and/or Services Australia to facilitate the unimpeded payment of financial support entitlements under the NCPF to Registrars, Supervisors and Practices
- Ensuring the timely processing of statutory or regulatory requirements with external agencies
- Ensuring the processing of exceptions are handled within the appropriate exception
- Managing the Training Management system user access rights and currency in accordance with security policies and procedures
- Resolving problems relating to processing, data quality and user issues, responding to requests within the Training Management system and the dependent information management systems.

Continuous improvement

- Ongoing monitoring of data quality in the Training Management system and other relevant databases to identify and correct inaccurate, incomplete or duplicate records, ensuring that the data complies with DoH data rules and to provide reliable records for use by internal and external stakeholders
- Identifying system and business processes that can be improved or reduce the exposure to end-users to the high administrative requirements and complexities within the AGPT program
- Undertaking functional and data integrity testing of changes or enhancements to the Training Management system.

Undertake any other duties as determined by the Data Integrity and Reporting Manager

- Provide operational and tactical advice to both the Data Integrity and Reporting Manager and the Senior Data Integrity Officer
- Providing other support as delegated for specific project areas both temporarily and on an ongoing basis.

Qualifications and Experience

- Knowledge and understanding of the end-to-end data processing requirements to support RACGP's training and education program and reporting for the Nationally Consistent Payments Framework
- Intermediate to advanced skills in data and database management
- Ability to autonomously resolve complex issues through the gathering and analysis of information to achieve the best outcome.
- Experience working in health and/or education setting

This role requires knowledge of requirements of Australian General Practice Training, RACGP Vocational Training Standards, the Department of Health and AGPT policy and procedures. This is not assumed knowledge. The college will provide this as part of orientation and induction to the role along with a sound understanding and proficient knowledge of other relevant standards, legislation, policies, and procedures.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Chief Training Officer
- Chief Education Officer and Education Services business Unit
- Data Integrity team
- RACGP Leadership team
- RACGP Faculty managers
- RACGP employees

External:

- RACGP Members
- Department of Health
- External stakeholders (e.g., Government Officials, Rural Health Organisations, Regional Training Organisations, General practice groups)