



Position Title	Education Program Officer Education Services	Reporting to	Fellowship Programs Operations Manager
Department	Fellowship Programs Operations	Location	National Office, East Melbourne
Classification	Level C	Employment Status	12 month contract Full-Time (1.0 FTE) Parental leave replacement
Position Number	100938	Date	October 2019

The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 40,000 members including urban and rural GPs, medical students and registrars.

The RACGP's mission is to support GPs in improving the health and wellbeing of all Australians, "Healthy Profession. Healthy Australia." We provide skills and knowledge assessment, educational training and ongoing professional development for practicing GPs. We develop resources and guidelines, help GPs with issues that affect their practice, support research to link members with the latest advancements in the field and advocate on behalf of the general practice profession to set and maintain standards of high quality health care for Australians.

Our Values

RACGP Staff are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower staff 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:

Education Services sets the strategic framework and operational activity for education in accord with the RACGP vision statement and strategic overview focussed on the life journey of the general practitioner. It achieves this outcome by researching, developing, implementing, evaluating and maintaining the policy framework, curriculum and academic standards of a general practitioners training and education in Australia. This includes initiatives and requirements applicable to the three life-cycle phases of the RACGP curriculum comprising: pre-general practice, general practice under supervision and general practice – lifelong learning and concordance with internal and external regulatory and qualitative benchmarks.

You will be part of the Fellowship Programs Operations team, which has been created to effectively implement the RACGP's Practice Experience Program (PEP), which is funded by the Australian Government Department of Health to provide educational support to Non-Vocationally Registered (Non-VR) doctors in partnership with Regional Training Organisations (RTOs).

Your Role:

The Education Program Officer contributes to the efficient and effective administration of the RACGP's Practice Experience Program (PEP). The Education Program Officer is primarily responsible for the day-to-day coordination of the Initial Core Skills Analysis (ICSA). A core component of entry into the PEP, the ICSA assesses non-VR doctor's level of competence and confidence against core skills required for general practice.

Key Responsibilities:

1. Contribute to achieving contractual and operational requirements for the Fellowship Programs Operations team within the Department and/or College. This includes:
 - developing and maintaining program agreement template in collaboration with Legal and Policy teams where applicable;
 - facilitating the delivery of the ICSA to eligible applicants in collaboration with the Fellowship Pathways and Education Strategy and Development teams;
 - coordinating and monitoring participants' progression through ICSA, including sending timely reminders to participants;
 - facilitating the workload of medical educators in relation to ICSA marking;
 - coordinating the generation of individualised program agreements, co-payment invoices, and where appropriate, delegate to program administrator(s) to finalise and dispatch;
 - monitoring and tracking of signed program agreements and payment of co-payment invoices, and distributing to participants and Training Organisations (TOs);
 - collating ICSA data from multiple sources for reporting purposes; and
 - liaising with Evaluation Coordinator to provide program data and updates on project schedule.
2. Gather information through internal and external interactions to report on the progress of operational plans and stakeholder feedback.
3. Demonstrate knowledge of the RACGP's systems and processes and promote an understanding of the program's role in achieving broader RACGP strategic directions.
4. Identify, analyse and resolve problems by considering a range of options.

5. Instruct and guide program administrator(s) in the process of resolving problems or, after considering a broader range of options, delegate responsibilities to program administrator(s).
6. Analyse program policies, internal systems and procedures to identify opportunities for improvement, maintain an awareness of external trends and possess a detailed knowledge of current organisational change. Recommend and implement change and develop strategies to overcome resistance to change.
7. Plan and organise your own schedule consistent with strategic objectives, contractual and operational requirements.
8. Participate in the RACGP Performance Appraisal cycle, in conjunction with your manager.

Environment, Health and Safety

1. Complies with the RACGP's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the work place
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with the RACGP in relation to activities taken by the RACGP to comply with OH&S and environmental legislation.

Your Relationships

Your role requires interaction with the following stakeholders:

<p>RACGP Colleagues:</p> <p>RACGP managers, coordinators, medical educators and employees.</p>	<p>Regional Training Organisations (RTOs)</p> <p>RACGP members</p> <p>Doctors</p> <p>Australian Government Department of Health (DoH)</p> <p>Australian Government Department of Human Services (DHS)</p> <p>Private medical centre operators</p> <p>GP recruitment organisations</p> <p>Primary Health Networks</p> <p>GP practice managers and other staff</p>
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Key Selection Criteria

Experience, knowledge and Skills

As a **suitable** candidate, you will have:

- Demonstrated experience in a diverse officer role within a large-scale, complex organisation
- Experience in identifying and applying skill and knowledge areas within a program delivery context with depth in interpreting program agreements, schedules, procedures and policies to contractual and operational requirements
- Experience in identifying, analysing and evaluating information from a range of sources and providing reports to a range of internal and external stakeholders
- Experience in taking responsibility for own outputs in relation to specified quality standards
- Excellent problem solving skills
- Excellent written and verbal communication skills
- Proficiency in using Microsoft Office Suite

Qualifications

As a **suitable** candidate, you will have:

- Post-secondary qualification in business management, social science, education, health or similar

As an **ideal** candidate, you will **also** have:

A relevant tertiary qualification.

A PRINCE2 or equivalent project management certification

A post-graduate qualification in education, health, business management.

Workplace Behaviours

In your role, you are expected to:

Positively influence others
Take initiative
Focus on service
Make effective decisions
Be transparent
Be respectful

Be emotionally intelligent
Be flexible and adaptive
Strive for excellence
Demonstrate integrity
Be accountable
Collaborate

Classification Description

In accordance with the Enterprise Bargaining Agreement (EBA) 2018 or subsequent agreement.

Declaration

I XXX acknowledge that I have read and understood the Education Program Officer position description which forms part of my employment contract from the date of issue.

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements

Employee: _____ (signature) Date: _____

This Position Description is approved by:

H.R:  (signature) Date: 06/09/19