

Position Title	Quality Coordinator	Reporting to	Quality and Compliance Manager
Department	Quality and Compliance	Direct reports	1
Classification	Level D	Employment Status	Full Time fixed term until 31 December 2021
Position Number	TBC	Date	December 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 practising 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

The Fellowship Pathways Division maintains services, standards and processes to ensure consistent and high quality delivery of training across all RACGP Fellowship pathways. This includes Australian General Practice Training (AGPT) Program, the Remote Vocational Training Scheme (RVTS), the Practice Experience Program (PEP), the General Practice Experience (GPE) Pathway (ending 2022), and Rural Generalism Pathway (once established). It encompasses all trainee journeys toward RACGP Fellowship. The Division has major responsibility for establishing cooperative working relationships with a range of external organisations, such as Regional Training Organisations (RTOs), the Remote Vocational Training Scheme Ltd, Government agencies and recognised representative bodies, including General Practice Supervisors' Association (GPSA), and General Practice Registrars' Association (GPRA).

## Your Role

As the Quality Coordinator, you will report directly to the Quality and Compliance Manager. You will support the Quality and Compliance Manager in the delivery of an internal quality management system and framework, regular quality reviews and quality assurance, ensuring program compliance, and ensuring the RACGP continuously meets or exceeds on requirements for accreditation.

You will demonstrate an understanding for the above functional areas. You will work closely with key stakeholders to support problem solving, the design of solutions, and the management of identified risks, through the application of your technical skills and knowledge in quality and compliance.

The Quality Coordinator will be working in a complex and changing environment, entrusted to support the continuous improvement of our internal policies, systems and processes.

The Quality Coordinator will manage the work of one direct report – the Quality Officer.

## Key Responsibilities

1. Further develop and refine the quality system and framework based across two organisational divisions (i.e. Fellowship Pathways Division and Education Services Division) on RACGP guidance documents such as mission statements, vision statements, strategic plans and program objectives.
2. Maintain and update quality management processes across Fellowship Pathways and Education Services, including procedural reviews, reporting to Quality Management Committee meetings, and other meetings as required.
3. Initiate and coordinate regular quality reviews and quality assurance activities of programs or program segments, and ad hoc as requested by management.
4. Analyse quality assurance and improvement activity results, report on the findings and provide strategic advice.
5. Communicate and advocate on the benefits of quality management to Fellowship Pathways and Education Services employees and management, and to other departments, managers or faculties as requested.
6. Coordinate and advise managers and teams in the development of team objectives and management of risks associated with their operations.
7. Support the process of compliance with conditions and recommendations of the RACGP's Australia Medical Council (AMC) accreditation through application of quality control processes.
8. Develop and maintain systems and strategies to monitor training provider compliance with conditions and recommendations resulting from accreditation activities.
9. In conjunction with the Quality and Compliance Manager, develop work plans for the Quality Officer in relation to the quality management and accreditation aspects of their respective roles, and oversee the work plans.
10. Responsible for line management and work delegation of the Quality Officer, including activities such as leave approvals, performance reviews and so on.
11. Participate in the RACGP annual performance review cycle.

## Environment, Health and Safety

1. Complies with the College'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 College in relation to activities taken by the College to comply with OH&S and environmental legislation.

## Your Relationships

Your role requires interaction with the following internal and external stakeholders:

### Internal:

General Manager, Fellowship Pathways  
General Manager, Education Services  
Quality Management Committee members  
Fellowship Pathways  
Education Services  
Quality and Compliance  
Quality Officer  
Principal Medical Education Advisor, Fellowship Pathways  
Transition and Innovation Manager  
Pathways Manager  
Information and Data Systems Manager  
Rural Faculty Manager  
Eligibility and Selection Manager  
Assessment Development Manager  
Assessment Operations Manager  
Education Strategy and Development Manager  
Program Manager, Technology Projects

### External:

Australian Medical Council  
Regional Training Organisations  
Remote Vocational Training Scheme Ltd

## Key Selection Criteria

### Experience, Knowledge and Skills

#### Essential

1. Demonstrated experience in documenting management practices and working with quality management systems.
2. Demonstrated experience providing departments with quality planning and support.
3. Demonstrated experience building effective working relationships with a range of key stakeholders.
4. Prior experience in operational and line management of direct reports

#### Desirable

1. Demonstrated understanding of contemporary issues in medical education and training.
2. Experience in developing and maintaining an internal quality management system.
3. Experience in establishing collaborative relationships with stakeholders to achieve innovation in general practice training.

5. Strong decision making and problem solving skills.
  6. Strong attention to detail with high level project management and organisational skills.
  7. Ability to exercise initiative, discretion, judgment and maintain confidentiality.
  8. Highly developed written and verbal communication skills.
  9. Advanced knowledge of Microsoft Office applications, particularly Visio, Word, Excel and Outlook.
  10. Satisfactory completion of a National Police Check may be required.
4. Experience in identifying and tracking issues and risks and developing and implementing mitigation strategies.
  5. Knowledge of related regulatory requirements.
  6. Auditor experience in ISO9001.

## Qualifications

### Essential

- Tertiary qualification in business or a related discipline.

### Desirable

- ASQ certification; and/or
- Quality management certification; and/or
- Risk management certification; and/or
- Auditor qualifications

## Workplace Behaviours

In your acting 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, \_\_\_\_\_ acknowledge that I have read and understood the Quality Coordinator 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	