

# Position Description

Position Title	Program Support Officer	Reporting to	Training Coordination Team Leader
Business Unit	GP Training	Direct Reports	Nil
Classification	Level C	Date	March 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

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

Reporting to the Training Coordination Team Leader you will undertake administrative tasks and be a subject matter expert in their assigned key responsibility portfolio/s. The role will also support and provide back-up for other Program Support Officers within the local and regional area. The Program Support Officer has well-honed customer service and administration skills that are applied across a variety of activities and projects externally and internally. Identifying and implementing continuous improvement in work practices is an important focus for this role.

## Key Responsibilities

- Coordinate administrative tasks relating to the AGPT program delivery, including but is not limited to:
  - supporting the process of 'recognition of prior learning' assessment for new cohort registrars
  - compiling Completion of Training (COT) documentation
  - assisting with the coordination of the submission of registrar learning plans for each training term
- Coordinate External Clinical Teacher Visits (ECTV) including collation and distribution of visitor reports.
- Assist to create and maintain manuals, workflows, procedures and standard operating procedures.
- Respond to registrars, supervisors and practice managers' queries as required.
- Provide the Medical Educator's team with administrative support for all initiatives related to the education and assessment framework.
- Monitor and ensure the currency of training agreements for each facility and support the accreditation and reaccreditation processes including attending training facility visits where appropriate.
- Assist the Medical Educator team to monitor Focused Learning Intervention Plans (FLIPs), formal remediation progress and the flag system.
- 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 Health team to ensure cultural competency of program participants and support for Aboriginal and Torres Strait Islander registrars is a top priority.
- Reception duties as required.
- Coordinate the process of candidate selection for the AGPT program.
- Create the annual key dates calendar and coordinate all local program work plan activities.
- End to end coordination of registrar education workshops and assessment activities, including but not limited to:
  - central workshops
  - regional education days
- 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.
- Coordinate requests for data from within the college e.g. exam enrolments.
- Provide timely and accurate information that requires communication to program participants.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

## Qualifications and Experience

- Tertiary qualification in relevant area is desirable.
- Experience in supporting the delivery of the AGPT program.
- Proven administration skills and/or event coordination.
- A proven track record in managing the coordination of competing tasks and priorities.
- Excellent communication skills.
- 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.
- Experience working in health and/or education setting.
- Intermediate to Advanced skill in MS Word, PowerPoint, Excel, online learning management and customer relationship management systems.

## Your Relationships

Your role requires interaction with internal and external stakeholders including:

### Internal:

- Training Coordinators
- Program Support Officers
- Regional Medical Educators
- Regional Operations Manager
- RACGP managers, clinical leads, and medical educators
- Education business unit
- Member Engagement business unit
- Other RACGP employees

### External:

- RACGP members
- Non-Vocationally Registered doctors
- Australian Government Department of Health (DoH)
- Australian Government Department of Human Services (DHS)
- General Practice managers and other staff