

Position Description

Position Title	Operations Team Leader	Reporting to	Regional Operations Manager
Business Unit	GP Training	Direct Reports	5+
Classification	Level F	Date	Sept 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.

This 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 Operations Team Leader is responsible for providing leadership and support to the local Training Coordination Team Leaders, Training Coordinators and Program Support officers. Working with the local teams and Medical Educators ensuring the GP Training program continues to meet agreed program outcomes.

Key Responsibilities

- Lead the local training support team – inspiring and motivating team members to foster innovation, creativity and high performance
- Build a continuous improvement and quality mindset
- Deliver stakeholder engagement plans through guiding and mentoring Regional and Local teams
- Develop people for current and future roles and foster a culture of customer centricity
- Manage local operations with a continual focus on the impact of decisions and actions on program participants
- Case manage complex program participant relationships and issues through a dedicated concierge service
- Implement improvements to process to improve service
- Provide accurate and timely program and policy advice to program participants when team members require leadership support
- Employ best practice project management to ensure project outcomes are achieved and benefits realised
- Develop positive and enduring relationships with internal and external stakeholders – collaborating and consulting effectively to deliver optimal outcomes for program participants
- Engage with external agencies to position RACGP as the preferred GP training and education organisation in accordance with RACGP's Stakeholder Engagement Plan
- Build strong relationships with all functions within the RACGP to ensure an open and effective dialogue.
- Comply with all relevant workplace policies and procedures
- Other duties as required.

Qualifications and Experience

Essential

- Tertiary qualifications in relevant discipline
- Experience in project management methodology and change management
- Experience in leading and supporting a team
- Extensive experience in a service delivery function with a customer centric focus

Highly Desirable

- Knowledge in the health and/or education sector or ability to rapidly acquire knowledge in an industry sector

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Chief GP Training Officer

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

External:

- RACGP Members
- External stakeholders (e.g., Supervisors, Registrars and Practice Managers, Government Officials)