

# Position Description

Position Title	Program Coordinator - FSP	Reporting to	Team Lead - FSP
Business Unit	GP Training	Direct Reports	1+
Classification	Level D	Date	December 2024

## 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-centered 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 Education and Training business unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review, maintain and deliver standards for all aspects of a GP's training and education across the lifelong journey of General Practice.

The business unit delivers the GP Training programs to train medical doctors in general practice as a key component of the Department of Health's Australian General Practice Training (AGPT) and Rural Generalist Programs along with the RACGP's Fellowship Support Program (FSP) and Specialist Practice Experience Program. Education and Training develops and maintains the curriculum and educational standards for these programs as well as the ongoing development and delivery of the RACGP's Continuing Professional Development (CPD) Home.

## Your Role

The Program Coordinator – FSP is responsible for the operational oversight of the educational activities of the Fellowship Support Program (FSP) such as Workplace-based assessment (WBA), Small group learning (SGL), Progress Meetings and other educational activities. The Program Coordinator – FSP ensures seamless delivery of training activities, working closely with the Team Lead – FSP, Program Officers, and the educational team comprising of Medical Educators (ME), Senior Medical Educators (SME) and External Assessors.

Reporting to the Team Lead – FSP, you will work collaboratively with the Medical Education team to ensure there is a well-coordinated approach to the delivery of the FSP. They will develop strong working relationships and coordinate administrative tasks related to all aspects of the FSP delivery. You will be a subject matter expert in assigned key responsibility portfolio/s and will also provide support to the Team Lead – FSP as required.

## Key Responsibilities

- Train, support and oversee the staff (including Program Administrators) to enhance the level of administration support and service rendered to the registrars.
- Work collaboratively with the Medical Education team and training delivery team to support well-coordinated program delivery.
- Support registrar training activities and provide high level support as required.
- Ensure all program activity data is accurately maintained across multiple platforms.
- Inform the forecasting and planning process for the delivery of the educational activities.
- Liaise with internal stakeholders before every intake for data validation.
- Coordinate legal documentation completion for incoming applicants.
- Create and maintain manuals, workflows, procedures, and standard operating procedures and identify gaps for ongoing quality improvement.
- Prepare documents and reports for outgoing registrars.
- Determine priorities and schedules that contribute to long-term planning process.
- Ensure excellent stakeholder relationship management, both internal and external.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

## Qualifications and Experience

- Tertiary qualification in relevant area is desirable.
- Experience in a health and/or medical education field.
- Knowledge of general practice training environment.
- The ability to clearly and influentially articulate program requirements, whilst engaging with Eligibility, Provider Number, Accreditation and Business Intelligence and Insight teams and the RACGP systems during each intake and work with the changing landscape of the program.
- Intermediate to advanced skill in MS Excel, Word, PowerPoint, online learning management and customer relationship management systems.
- Ability to autonomously resolve complex issues through the gathering and analysis of information to achieve the best outcome and to assess risk and make recommendations as required.
- Good communication skills both oral and written.
- Proven record in managing the coordination of completing tasks and priorities.
- Procedure and work process writing experience is essential.

## Your Relationships

Your role requires interaction with internal and external stakeholders including:

### Internal:

- Program Administrators
- Program Officers
- Accreditation Unit – FSP & AGPT
- 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