

Position Title	Eligibility and Provider Number Lead	Reporting to	Manager, Information and Data Systems
Division	Education Services / Information & Data Systems	Direct reports	2
Classification	Level E	Employment Status	Fixed term till December 2022
Position Number	TBC	Date	June 2020

## The 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 Education Services 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

The Eligibility and Provider Number Lead leads the development and implementation of the efficient and effective administration of the General Practitioner Medicare Provider Number (MPN) function as well as the Eligibility function for entry into one of the RACGP training programs, the Australian General Practice Training (AGPT) or the Practice Experience Program (PEP) Standard and Specialist streams.

You will lead the interpretation and reporting of all provider number and training program eligibility requirements. You will work closely within the Fellowship Pathways and the Education Services Division to ensure that all work related to eligibility to enter training programs and medical provider numbers are delivered within policy framework, as per guidelines and to a high standard.

## Key Responsibilities

- Develop, implement and maintain an efficient and effective administrative framework for processing the allocation, renewal and removal of General Practitioner Medicare Provider Numbers and training program eligibility requirements and outcomes.
- Provide strategic advice and recommendations to the General Manager, Education Services and Information & Data Systems Manager on the General Practice Fellowship Program Placement Guidelines.
- Manage and audit eligibility and provider number processes and requirements to ensure a robust and effective system is maintained in line with legislation and contractual obligations.
- Manage a team of coordinators to ensure all objectives are met, including the processing of more than 2000 training program eligibility applications and provider number applications in a defined period.
- Assist in managing the resolution of complex issues associated with the above in conjunction with multiple teams across the Education Services Division.
- Provide strategic advice in relation to legislative and regulatory requirements, legal, policy and contractual documentation within the Fellowship Pathways Division in relation to both training program eligibility and Medicare Provider Numbers.
- Work with the internal and external stakeholders to plan the annual training program intakes i.e. AGPT and PEP.
- Maintain effective and collaborative relationships with stakeholders e.g. the Australian Government Department of Health, Services Australia, Regional Training Organisations, Medical Educators, practice managers, private medical centre operators, doctors, and RACGP staff members.
- Develop, implement and maintain appropriate databases and records.
- Lead a culture of continuous improvement through ongoing review of processes and documentation, and undertaking evaluation activities to support RACGP activities and initiatives.
- Provide oversight, mentoring and support to the coordinators supporting the operations of Medicare Provider Numbers and training programs eligibility.
- Participate in the RACGP Performance Review Cycle.
- In consultation with Manager, deliver agreed Work Performance Goals.
- Other duties as required.

## Environment, Health and Safety

1. Comply with the RACGP's wellbeing and workplace OH&S policies and procedures.
2. Take reasonable care for your own health and safety, along with other RACGP employees, members and visitors.
3. Ensure that hazards and incidents, near misses and injuries are reported immediately to your Manager.
4. Actively and willingly participate in health and safety, wellbeing, emergency evacuation training, meetings and workplace activities.
5. Do not wilfully place at risk the health or safety of any person in the workplace.
6. Always work proactively to uphold the highest standards of health and safety in the workplace, including working remotely, behavioural conduct and whilst undertaking all associated duties of your role.

## Your Relationships

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

### Internal:

- Information and Data Systems Manager
- Eligibility Co-ordinator
- Senior Data and Reporting Analyst
- Fellowship Pathways
- Membership Operations
- Training Program Manager and team
- Medical Educators
- RLT Manager and team
- RACGP College members
- Member Services
- Other RACGP employees

### External:

- Regional Training Organisations (RTOs)
- RACGP members
- Doctors in training
- Australian Government Department of Health (DoH)
- Services Australia (DHS)
- Private medical centre operators
- GP recruitment organisations
- Primary Health Networks
- GP practice managers and other staff

## Key Selection Criteria

### Experience, Knowledge and Skills

#### Essential

- Significant experience in developing and implementing quality administrative systems and instruments.
- High level managerial and team leadership skills, including the ability to develop and mentor direct reports.
- Demonstrated experience in using, developing, implementing and analysing complex documentation, and providing high level strategic advice.
- High level communication and rapport building skills with the ability to establish and manage complex relationships with a wide range of internal and external stakeholders.
- Demonstrated experience in supporting the resolution of complex problem-solving skills and ability to obtain best

practice standards.

- Experience to operate in a rapidly changing environment and commitment to contributing to a continuous improvement culture
- Experience liaising with quality management software designers and developers to meet requirements of deliverables.
- Experience in quality improvement and evaluation processes.
- Satisfactory completion of a National Police Check may be required.

#### **Highly Desirable**

- Understanding of the medical training program
- Strong project management experience with an ability to independently prioritise and deliver on multiple projects in a timely manner and with high quality results
- Experience working with RTOs and Department of Health
- Understanding of the existing structure and relationships of the RACGP

## **Qualifications**

#### **Essential**

- Tertiary qualification or equivalent experience in a relevant field such as Commerce or Business

#### **Desirable**

- Project management certification

## **Workplace Behaviours**

In our workplace your actions and behaviours will:

- *Positively influence others*
- *Take initiative*
- *Focus on quality service delivery*
- *Make effective decisions*
- *Be transparent*
- *Prioritise respectfulness*
- *Strive for excellence*
- *Be flexible and adaptive*
- *Demonstrate integrity*
- *Be accountable*
- *Celebrate collaboration*

## **Classification Description**

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