

Position Description

Position Title	Team Lead - FSP	Reporting to	Training Programs Lead
Business Unit	GP Training	Direct reports	6+
Classification	Level E	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 RACGP delivers community-based General Practice Training Programs which are the specialist training programs to train medical doctors in general practice. The GP Training unit delivers the Australian General Practice Training (AGPT) Program, the Fellowship Support Program (FSP) and the Specialist Practice Experience Program (PEP).

Your Role

Reporting to the Training Programs Lead, the Team Lead - FSP leads the administration arm of training for the Fellowship Support Program. The role must demonstrate significant knowledge of the program to support staff and assist in the direction of participants in their progression through the FSP program. The Team Lead will support staff when triaging enquiries and be the initial escalation point for enquiries.

Key Responsibilities

- Lead the FSP administration team, providing guidance, mentoring, and ensuring high-quality output.
- Coordinate FSP deliverables, manage risks, and collaborate with internal and external stakeholders.
- Collaborate effectively with other RACGP teams to deliver the Fellowship Support Program
- Create and track work plans, ensuring deliverables are on time and within scope.
- Provide oversight of Fellowship Support Program (FSP) legal documentation, agreements, formal participant communication
- Lead process improvements, ensuring well-defined and documented program policies and processes.
- Implement program changes in collaboration with lead operations and education staff
- Oversee FSP reporting, task prioritization, and escalate concerns as needed
- Manage registrar training stages, compliance, and communication with registrars.
- Ensure team collaboration and quality support for stakeholders, meeting key deliverables.
- Maintain accurate data and improve information management systems.
- Manage and implement changes to the program, in conjunction with the Training Programs Lead and National Clinical Lead - FSP, as required
- Promote workplace safety, inclusivity, and compliance with policies.
- Perform other duties as required.

Qualifications and Experience

Essential

- Relevant qualifications in support of the role. This could be within a variety of fields including administration, management or education
- Demonstrated experience as a project/program coordinator or manager
- Demonstrated ability to work in a complex and dynamic environment
- Experience in leading and supporting team members
- Demonstrated analytical and critical thinking skills
- Highly developed communication skills, both verbal and written
- High level of customer service skills
- Highly developed stakeholder engagement skills
- Demonstrated time management and organisational skills
- High level skills in MS Office Suite, including Word, Excel and Outlook

Highly Desirable

- Post graduate qualification in business management, social science, education, health or similar
- Qualifications or recognised professional development in project management
- Experience using project management software (e.g. MS Project)
- Experience working in a health or member-based organisation

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- FSP Administrators
- International Training
- Program teams
- Multiple teams across GP Training and Education units
- Medical Educators and National Clinicals Leads
- Managers across GP Training and Education units
- Publications and Marketing teams
- IT

External:

- Australian Government Department of Health (DoH)
- Primary Health Network
- AHPRA
- Other external organisations as relevant to the role