

Position Title	Member Engagement Coordinator	Reporting to	State Manager, Victoria Faculty
Department	RACGP Victoria	Direct reports	1
Classification	Level D	Employment Status	Full-time or Part-time (0.8 - 1.0 FTE), Permanent
Position Number	100454	Date	January 2021

The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 41 000 members including urban and rural GPs, medical students and registrars.

The RACGP's mission is to support GPs in improving the health and wellbeing of all Australians, "Healthy Profession. Healthy Australia." We provide skills and knowledge assessment, educational training and ongoing professional development for practising GPs. We develop resources and guidelines, help GPs with issues that affect their practice, support research to link members with the latest advancements in the field and advocate on behalf of the general practice profession to set and maintain standards of high quality health care for Australians.

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 Victoria Team is the main point of contact for RACGP members and stakeholder in Victoria. The faculty provides locally focused member services including:

- In line with national campaigns, assist with recruitment and retention of RACGP members and develop strategies to promote membership at the state level.
- Provide a forum for members to actively engage in RACGP activities and activities on behalf of the RACGP
- Promoting collegiality and pride in the profession
- Advocacy and leadership to promote the profession to key stakeholders
- Delivering education and collegial activities

The core work of RACGP Victoria includes:

- Responding to member enquiries and delivering local member focused services to RACGP members
- Advocating for the needs of RACGP members, their communities and the profession in Victoria
- Coordinating the delivery of the Fellowship examination and related activities in Victoria
- Delivering the RACGP Continuing Professional Development (CPD) program in Victoria
- Developing and delivering member activities included conferences, educational workshops, events and collegial & social functions (such as the Fellowship and Awards Ceremony).

Your Role

The Member Engagement Coordinator is responsible for the end-to-end development, planning, organisation and delivery of a broad range of member-focused activities across Victoria, including education workshops, webinars, conferences, meetings, seminars, and collegial & social functions. In addition, the role is also responsible for the coordination and delivery of all Faculty communications, internal and external.

This role has a high level of autonomy, providing specialist expertise when coordinating a range of member-focused activities. The role would be expected to identify and implement solutions to problems that occur with the development, planning and delivery of those activities.

Key Responsibilities

- Coordination and responsibility of the end-to-end planning, development and delivery of member-focused activities across Victoria, including education workshops, webinars, conferences and collegial & social functions.
- Evaluate the success of the planning, development and delivery of member activities from the VIC. Faculty, including evaluation of service delivery
- In collaboration with the VIC. State Manager and the VIC. Council and Committees, coordinate the planning delivery and evaluation of all Council or Committee activities.
- Coordinate and deliver the regular and ad hoc faculty communications including, faculty newsletter, EDMs, social media and event & activity promotions.
- In collaboration with the VIC. CPD Coordinator ensure faculty activities meet the educational requirements and reporting timeframes.
- In collaboration with the VIC. State Manager coordinate marketing and sponsorship opportunities for the Faculty.
- Undertake reporting, analysing member data to inform program changes
- Develop procedures and guidelines where required and identify areas for continuous quality improvement to ensure the delivery of quality events at the highest level.
- Participate in the RACGP Performance Review Cycle.
- Deliver agreed Work Performance Goals – to be developed in conjunction with Manager.
- Other duties as required.

Environment, Health and Safety

1. Complies with the College's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the work place
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with the College in relation to activities taken by the College to comply with OH&S and environmental legislation.

Your Relationships

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

Internal:

- State Manager, Victoria Faculty
- RACGP Victoria employees
- RACGP Membership & Transformation Division teams
- RACGP Marketing and Events employees
- RACGP Victoria Council Members
- RACGP Victoria Committee Members

External:

- RACGP Victoria Members
- Key local stakeholders including Government departments, PHNs, RTO's and venues & function centres

Key Selection Criteria

Experience, Knowledge and Skills

Essential

- Demonstrated experience in a successful communications or event management role
- Strong customer service focus with high level of attention to detail and organisation skills
- Excellent communication skills – able to communicate effectively and build strong relationships with all levels of staff, management and internal and external stakeholders
- Demonstrated ability to train, guide, coach and provide advice to others within a team
- Demonstrated experience working independently and as part of a small team.
- Proficient in Microsoft Office suite of products and technical ability in the set-up of IT equipment.
- Flexibility to work after hours and weekends as required.
- Satisfactory completion of a National Police Check may be required.

Highly desirable

- Previous experience in a membership based organisation and/or knowledge of the health sector
- Demonstrated experience with CRM systems
- Demonstrated experience with web-based event management programs
- Previous direct people management experience

Qualifications

Essential

- Tertiary qualification in communication or event managements, business administration, marketing or project management or similar.

Desirable

- Post-graduate communications, business, event management or equivalent qualifications

Workplace Behaviours

In your role, you are expected to:

- Positively influence others
- Take initiative
- Focus on service
- Make effective decisions
- Be transparent
- Be respectful
- Be emotionally intelligent
- Be flexible and adaptive
- Strive for excellence
- Demonstrate integrity
- Be accountable
- Collaborate

Classification Description

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

Declaration

I, (insert name) **acknowledge that I have read and understood the Member Engagement Coordinator position description, which forms part of my employment contract from the date of issue.**

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements.

Employee: _____(signature) Date: _____