

Position Description

Position Title	Training Coordinator	Reporting to	Training Coordination Team Leader / Operations Team Leader / Regional Operations Manager
Business Unit	GP Training	Direct Reports	Nil
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-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.

The 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 Training Coordinator is responsible for the customer-facing relationship management and delivery of the AGPT program within the assigned training region. The Training Coordinator ensures seamless delivery of training activities within the geographical area, working closely with the local and regional team members including program delivery managers, Local and Regional Medical Educators (ME) and Program Support Officers (PSO).

Reporting to the Training Coordination Team Leader you will work collaboratively with the Medical Education team to ensure there is a well-coordinated approach to the delivery of the AGPT program. They will develop strong working relationships with registrars, supervisors and practice staff and coordinate administrative tasks related to all aspects of the AGPT program delivery. Training Coordinators will be a subject matter expert in their assigned key responsibility portfolio/s and will also support and provide back-up for other Training Coordinators within the local and regional area.

Key Responsibilities

- Inform the forecasting and planning process for the region to determine how many registrars can training in each training facility to meet community need and coordinate registrar placements to meet these needs while supporting registrar's career goals.
- Manage registrar training activities including but not limited to:
 - conducting scheduled training advisor meetings with GP registrars
 - providing policy and program advice, including advice related to GP training employment matters within the boundaries of the National Terms and Conditions for the Employment of GP Registrars (NTCER) and employment law.
 - participation in core training events such as (External Clinical Teacher Visits (ECTV), local education workshops).
 - submission of registrar training evidence each training term.
- Coordinate the elective training programs (Clinical Attachments, Advanced Rural Skills Post, Extended Skill Posts) as they relate to registrars placed with practices.
- Create and maintain manuals, workflows, procedures, and standard operating procedures and identify gaps for ongoing quality improvement.
- Oversee the External Clinical Teacher Visits (ECTV) program including the oversight of visitor reports.
- Process registrar applications for transfers between pathways or regions.
- Coordinate the appeals and grievances processes and escalate where required.
- Assist in the preparation for approval and implementation of Focused Learning Intervention Plans (FLIP) and formal remediation applications.
- Support activities within the program delivery team that results in increasing junior doctors to the GP training program and/or the number of rural placements.
- Partner with the Aboriginal Health team to ensure cultural competency of program participants and support for Aboriginal and Torres Strait Islander registrars is a top priority.
- Organise the Regional Medical Educators program of training activities.
- Provide guidance and support to Program Support Officers (PSO) within the region as required.
- Schedule planned visit to all facilities at least once per annum to conduct practice and community needs analysis.
- Support supervisors and practice managers understand the education program requirements.
- Responsible for accreditation and reaccreditation of training facilities including leading the annual training capacity planning process for the region.
- Ensure supervisors and training facilities are meeting program requirements as specified in accreditation requirements, placement agreements and policies.

- Monitor registrars, supervisors and training facilities and take early performance management steps where required.
- Support PEP medical education team in delivering PEP/FSP.
- Scheduling of clinical assessments.
- Responding to participant enquiries.
- Attending PEP/FSP educational activities.
- Ensure all program activity data is accurately maintained across multiple platforms.
- Prepare Completion of Training (COT) reports for approval and where required appropriate exam reports.
- Prepare and present individual registrar performance assessment reports for review by management.
- Report against regional KPI performance targets each month.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

- Tertiary qualification in relevant area is desirable.
- In depth understanding and experience in the supporting the delivery of the AGPT program.
- The ability to clearly and influentially articulate program requirements, whilst encouraging and supporting others.
- Good communication skills both oral and written.
- A proven track record in managing the coordination of competing tasks and priorities.
- Ability to autonomously resolve complex issues through the gathering and analysis of information in order to achieve the best outcome.
- A commitment to working cross-functionally and collaboratively.
- Experience working in health and/or education setting.
- Intermediate to Advanced skill in MS Word, PowerPoint, Excel, online learning management and customer relationship management systems.
- Procedure and work process writing experience is desirable.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Training Coordinators
- Program Support Officers
- Regional Medical Educators
- Regional Operations Manager
- 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