

## Position Description

Position Title	Regional Manager, QLD	Reporting to	Deputy General Manager
Region	Queensland	Date	April 2024

### Joint Colleges Training Services Pty Ltd

Joint Colleges Training Services Pty Ltd (JCTS) is a joint venture of the Australian College of Rural and Remote Medicine (ACRRM) and the Royal Australian College of General Practitioners (the RACGP). JCTS will enable RACGP and ACRRM to deliver shared GP training activities for the Colleges' respective fellowship training programs and includes the development and delivery of Aboriginal and Torres Strait Islander health strategic plans, cultural education and cultural mentorship, provide support and guidance to Aboriginal Community Controlled Health Services regarding the GP Training program and other potential areas of collaboration.

### Your Role

Reporting to the Deputy General Manager, the Regional Manager is responsible for managing a regional team and ensure responsiveness to regional and local stakeholders and promotion of the Aboriginal and Torres Strait Islander health training strategic plan.

The Regional Manager leads a geographically dispersed team of cultural educators, program coordinators and administrators and works as part of a wider team that includes JCTS regional managers, medical educators and operation teams of the RACGP and ACRRM to develop programs and implement initiatives that will enhance cross-cultural awareness and safety within GP Training programs, and across the whole network of Aboriginal Community Controlled Health Organisations (ACCHO) in the region.

### Key Responsibilities

- Responsible for effective leadership and ongoing development, implementation and performance monitoring of the Aboriginal Health strategic plans and initiatives for the region.
- Ensure high quality and evidence based cultural education content is presented to GP registrars, GP Supervisors and other key stakeholders.
- Actively build and foster strong working partnerships with GP Training leadership teams, external stakeholders and our Aboriginal and Torres Strait Islander communities to support the execution of strategic initiatives and priorities and deliver successful and efficient outcomes.
- Establish and maintain equitable communication channel, liaison and support of the whole network of ACCHOs in the region in line with strategic and program initiatives.
- Lead a high performing team of cultural educators, program coordinators/officers and administrators to develop, coordinate and deliver Aboriginal Health strategic plans and other program initiatives.

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- Provide support to the General Manager and Deputy General Manager on operational and strategic matters for the region, including managing change, a diverse range of critical issues, stakeholder interactions and projects.
- Support the Deputy General Manager in the annual business planning process to form, deliver and report on the strategic priorities and annual business plan for the region.
- Support the Deputy General Manager identify short and medium-term activities that contribute to delivery of strategic priorities and the operating plan for the region.
- Provide support to the Deputy General Manager in understanding arising issues and ensuring that resources can be focused on the highest priorities.
- Ensure strong processes and operational practices and governance (including reporting) are in place for the region.
- Ensure workplace health & safety standards are in place and act as a safety role model to ensure the safety of all people through appropriate anticipation, identification and mitigation of risks.
- Ensure through your leadership approach that an inclusive working environment & culture thrives within the RACGP that focuses on outcomes for our employees that improve engagement, retention, development and productivity.
- Develop talent and ensure diverse talent pipelines to provide succession candidates for all key leadership positions.
- Comply with all relevant workplace policies and procedures.
- This position requires flexibility as there is some requirement to work outside normal working hours, including evenings and weekends.
- Other duties as required.

## Qualifications and Experience

### Essential:

- Demonstrated acumen and attributes for working effectively with Aboriginal and Torres Strait Islander communities
- In-depth knowledge of Aboriginal population and health care needs in the region
- Understanding and knowledge of community and traditional and contemporary ways and Aboriginal and Torres Strait Islander History
- In-depth knowledge of key areas relating to GP training, placements, accreditation and delivery of the Aboriginal and Torres Strait Islander Health Strategic plan
- A propensity towards being proactive and well organised and is highly sensitive towards the needs of the communities we serve.
- Proven leadership capability and experience, including leading by example and consistently working towards a constructive culture.
- Highly developed analytical and lateral thinking skills and the ability to take the initiative, drive change and implement innovations.
- Proven experience effectively managing complex issues within a highly political and complex environment.
- Strong influencing and negotiation skills with demonstrated experience in achieving effective business outcomes.
- High level communication skills (verbal/communication) with the ability to use strong discretion and judgment in a complex business and political environment.
- Highly organised with strong attention to detail and can skilfully prioritise competing deadlines.
- Must have a driving licence and be willing to travel

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## Your Relationships

Your role requires interaction with internal and external stakeholders which may include:

### Internal:

- Joint Colleges Training Services staff – National, Regional and local team members.

### External:

- RACGP and ACRRM members and employees
- RACGP shared services employees
- Aboriginal Community Controlled Community Health Services (ACCHSs)
- Aboriginal Health Training Facilities (non-Aboriginal Medical Services)
- Non-Vocationally Registered doctors
- Australian Government Department of Health (DoH)
- Australian Government Department of Human Services (DHS)
- External Cultural Mentors and Cultural Educators
- General practice managers and other staff