

Position Description

Position Title	Head of Education Governance and Development	Reporting to	Chief Education Officer
Business Unit	Education	Direct reports	6+
Classification	Manager 3	Date	December 2023

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 Education Business Unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review and maintain Education and Training standards for all aspects of a GP's training and education across the lifelong journey of General Practice. In maintaining the Education and Training standards, Education teams develop and deliver educational activities, Fellowship examinations, set and apply eligibility, selection and entry criteria for Fellowship pathways, and implement the RACGP's strategic vision.

The functions of Education include:

- Medical Educators and Censors
- Assessment
 - Selection and Fellowship Exam Development and Delivery
 - Eligibility
 - Selection Programs
 - Education Support
- Education Governance and Development
 - Education Standards and Curriculum
 - Education Governance & Development
 - Accreditation
 - Education Policy
 - Digital Education
 - Evaluation, Quality & Research
 - Censors
- Continuing Professional Development (CPD)
 - CPD Projects
 - CPD Operations
 - CPD Marketing and communications
 - CPD Program Coordinators and Faculty Support
 - Leadership and Mentoring Programs

Your Role

Head of Education Governance and Development reports to the Chief Education Officer and provides leadership to the Education Governance and Development, Accreditation Programs, Policy, Digital Education, Evaluation and Quality, and Research functions.

This role has responsibility for ensuring the highest possible standards and the effective, efficient, and nationally consistent delivery of innovative education programs and Governance frameworks to achieve robust and defensible outcomes. The role oversees the Australian Medical Council (AMC) Accreditation for the college as well as other key accreditation functions of external educational institutions, practices, supervisors and international partners as well as the monitoring of adverse events within training programs. The team also provides expert leadership and response to external consultative bodies.

The department is responsible for the Education framework which includes the curriculum, competency profile of a GP, education training standards and policy. The policy framework underpins all education and training programs as well as delivering the dispute, reconsideration, and appeals processes. The Education Governance Department supports the activities of the censors who provide essential governance and guidance to policy and upholding the standards and quality of fellowship. The department supports the administration and assessment for admission to fellowship as the final quality assurance process.

The Digital education team provides support to the administration of the Learning Management System as well as the development of the colleges online content which supports it's staff, GP trainees and ongoing Continuous professional development for all GPs.

The Evaluation, quality and research area monitor all education programs and activities across the college for improvement opportunities via a robust evaluation framework. The team also deliver Education Research Grants and Academic posts for GP training.



The position is accountable for the output of a department consisting of strategic and high-risk educational functions, managing significant risk, resources and budget, and plays a pivotal role in driving high performance, accountability and a positive workplace culture through effective leadership.

The position contributes to the management of program delivery across the organisation by providing cross functional leadership and strategic and operational direction to teams and departments within Education and other business units, using effective change management to implement whole of business solutions.

Key Responsibilities

- Leadership, strategic guidance and operational oversight of the Education Strategy and Development, Accreditation Programs, Governance, Digital Education, Evaluation and Quality, and Research functions
- Lead the development of education content, systems, policies and procedures to ensure effective national delivery.
- Support the business function to develop and delivery of educational research grants, evaluation and quality activities across the Education business unit, as well as other College areas as required
- Foster a culture of accountability, high performance, innovation, evaluation and continuous improvement.
- Lead, coach and develop direct reports in their respective functions and people management, leading by example and role modelling the RACGP values.
- Set and lead the achievement of organisational and business unit goals through active participation in business planning and budget development processes, and ongoing management of departmental budget and financial operations.
- Develop, implement and manage systems, operational policies, procedures and processes to drive team KPIs.
- Strategic engagement with external stakeholders in the healthcare industry
- Manage communication between National and State RACGP staff, developing and implementing effective systems to ensure all staff are informed regarding policy, process and framework decisions and evaluation, quality and research outcomes.
- Reporting to internal stakeholders and relevant committees.
- Carefully and respectfully manage and influence change.
- Prepare and present Board and committee briefings, reports and papers as required
- 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.
- Other duties as required.

Qualifications and Experience

Essential

- Tertiary qualification in business, education or relevant field
- Extensive experience leading and managing multiple teams.
- Extensive experience with governing and supporting major, high risk accreditation processes. Demonstrated experience in education development and delivery in the Australian healthcare industry - or similar industry with high standards of compliance
- Experience with educational systems such as Learning Management Systems and the development and delivery of high quality online learning programs.
- Leadership and experience in the oversight and delivery of education frameworks, curriculum and competencies
- Leadership style that inspires committed staff to deliver targeted outcomes in a high-risk changing environment, with an ability to set strategic vision and influence others to come on the journey.
- Proven organisational skills, the ability to prioritise and schedule work of self and others to meet deadlines
- Accomplished interpersonal skills, able to develop strong relationships with a diverse range of stakeholders including at Executive and Board level.
- Ability to establish a high level of trust and exercise discretion in the handling of sensitive matters.
- Experience delivering exceptional service outcomes, including integration of customer needs with organisational policy, process and culture.
- Demonstrated significant change management and project management experience within a large scale,



RACGP

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complex and high-risk environment.

- A resilient and independent capacity to thrive on the challenge of change and to lead others effectively in a rapidly changing and uncertain environment.
- Advanced communication and interpersonal skills to influence and negotiate beneficial outcomes.
- Ability to synthesise complex information and write concise papers, briefings, proposals and reports, and present to a range of stakeholders.
- Strong analytical and problem-solving skills.
- Experience in significant budget development and management.

Highly Desirable

- Post-graduate qualifications in business, education or relevant field
- Thorough understanding of General Practice education, training and assessment.
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Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Chief Education Officer
- Executive Team
- Education Leadership Team
- RACGP Board of Directors
- Education managers and teams
- National Clinical Leads and Medical Educators
- Council of Censors and Censor in Chief
- Training Business unit
- State Faculties
- Other RACGP employees
- RACGP Expert Committee - Post-Fellowship

External:

- RACGP members
- Medical Board of Australia
- Australian Medical Council
- State and federal government agencies
- Vendors
- Specialist Medical Colleges