

# Position Description

Position Title	Program Administrator - Fellowship Support Program	Reporting to	Team Lead - FSP
Business Unit	GP Training	Direct reports	NIL
Classification	Level B	Date	Mar 2025

## 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 and Training business unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review, maintain and deliver standards for all aspects of a GP's training and education across the lifelong journey of General Practice.

The business unit delivers the GP Training programs to train medical doctors in general practice as a key component of the Department of Health's Australian General Practice Training (AGPT) and Rural Generalist Programs along with the RACGP's Fellowship Support Program (FSP) and Specialist Practice Experience Program. Education and Training develops and maintains the curriculum and educational standards for these programs as well as the ongoing development and delivery of the RACGP's Continuing Professional Development (CPD) Home.

## Your Role

Reporting to the Team Lead - FSP, the Program Administrator - FSP provides highly professional administration support to the FSP team, assisting in the provision of ongoing support for FSP participants. The role requires the ability to effectively triage and allocate requests using knowledge of the program to provide information required by participants and supervisors.

Working closely with the Team Lead - FSP and Medical Education teams, the role requires strong organisational abilities, a professional attitude and excellent customer service skills. The incumbent will require an ability to work to strict deadlines and manage competing priorities.

## Key Responsibilities

Administration support to the FSP team

- handling and distribution of FSP related correspondence, as required
- answering telephone calls in relation to FSP matters, ensuring sound customer support skills, always being supportive to external and internal stakeholders
- composing FSP correspondence and documents in Microsoft Word, Excel, Outlook and PowerPoint, as required
- scheduling of clinical assessments (direct observation and clinical case analysis) and contacting practices to prepare for visit
- preparing all Workplace Based Assessment related paperwork
- providing administration and secretarial support for the FSP team members, including scheduling and organising appointments and team meetings, preparing agendas, taking minutes, correspondence, and provide other administrative assistance as required
- performing other administrative duties including operating office equipment, scanning, photocopying, filing etc.
- responding to participant enquiries and communicating administrative processes
- tracking participants' completion of requirements
- attendance at FSP related educational activities as required
- any other necessary administrative activities to support the participants and FSP ME
- Data management
- work closely with the information systems team to ensure currency and accuracy of relevant data and records
- ongoing updating and tracking of data
- Relationship management and customer service
- point of contact and triage for participants enquiring about or participating in administrative processes related to vocational training including FSP
- maintain RACGP's high customer service standards at all times with RACGP internal and external stakeholders
- ensure that all service requests are handled in an appropriate, positive and expedient manner.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

## Qualifications and Experience

### Essential

- Relevant experience or qualifications in support of the role. This could be within a variety of fields including administration, management, education
- Relevant and current experience in education and/or training environment
- High level of customer service skills
- High level of administration skill

### Highly Desirable

- Experience in supporting the delivery of the AGPT, PEP or FSP programs
- Experience working in health and/or education setting
- Intermediate skills in online learning management systems and customer relationship management systems

## Your Relationships

Your role requires interaction with internal and external stakeholders including:

### Internal:

- Medical Educators FSP
- Education Unit team
- RACGP staff

### External:

- Participants, Supervisors and Practice staff
- RACGP Members