

Position Description

Position Title	Training Coordination Team Leader	Reporting to	Operations Team Leader
Business Unit	GP Training	Direct Reports	2-12
Classification	Level E	Date	March 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 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 Coordination Team Leader leads Training Coordinators and Program Support Officers within their local training region. The Training Coordination Team Leader will focus on delivering high quality relationship management to support the delivery of the AGPT program and will ensure the seamless delivery of training activities within the geographical area, working closely with the local and regional team members including program delivery managers and Medical Educators (ME).

Key Responsibilities

- Take a key leadership role in the delivery of the AGPT Program across a range of administrative functions including registrar support, practice and supervisor support, accreditation, and event coordination.
- Mentor, train and support Training Coordinators and Program Support Officers to enhance the level of administration support and service delivered to registrars, supervisors and practices and ensure the local region team is functioning well.
- Ensure a cohesive and responsive service is always experienced by stakeholders within the region.
- Work collaboratively with the Medical Education team to support well-coordinated program delivery.
- Liaise with relevant organisations on behalf of RACGP.
- 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.
- Manage and oversee all registrar administration training activities within the region and provide high level support as required.
- Undertake complex registrar training activities to support best outcomes.
- Oversee accreditation and reaccreditation of training facilities within the local training region.
- Manage and oversee all practice and supervisor administration activities within the region and provide high level support as required.
- Undertake complex supervisor and practice support activities to reach best outcomes.
- Ensure all program activity data is accurately maintained across multiple platforms.
- Prepare registrar, supervisor and practice reports as required.
- 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 extensive experience in supporting the delivery of the AGPT program.
- Experience in leading a small team and/or working at a senior level.
- 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 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.

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