

Position Description

Position Title	Education & Events Project Officer	Reporting to	Manager, Aboriginal and Torres Strait Islander Health
Business Unit	Member Engagement	Direct Reports	N/A
Classification	Level C	Date	November 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 Member Engagement Business Unit plays a critical role in ensuring that the RACGP has the right mechanisms to seek out, listen to, clarify, assess, prioritise, and feedback the views of the RACGP's members, and to provide them with a facilitated community of practice where they can come together to gain and share knowledge, resources, and experience.

The team is responsible for:

- attracting new members through the development and implementation of strategic marketing campaigns;
- providing direct member services in the form of events, resources, continuing professional development, commercial partnerships that offer members products and services from third parties and other direct membership services;
- providing support to the RACGP's elected members in the geographic and interest-based Faculties that serve as communities of members;
- being the front line of answering members' queries;
- retaining members, including the conducting of member renewal campaigns;
- supporting other departments with marketing requirements; and
- the commercialisation of products and services developed and produced by the RACGP.

RACGP Aboriginal and Torres Strait Islander Health provides the RACGP with strategic and operational support to advance the RACGP's work in the field of Aboriginal and Torres Strait Islander health.

It aims to achieve this through:

- supporting GPs and other health professionals to provide clinically and culturally appropriate healthcare to Aboriginal and Torres Strait Islander patients and communities;
- enhancing engagement with communities and key stakeholders;
- enhancing the quality and effectiveness of cultural awareness and cultural safety training for GPs;
- advocating for improvements to Aboriginal and Torres Strait Islander health and primary healthcare service delivery;
- enabling the RACGP to acknowledge and embrace Aboriginal and Torres Strait Islander cultures;
- supporting self-determination and community control;
- ensuring members understand the benefits of Faculty membership and actively contribute to the Faculty and the broader work of the RACGP.

Your Role

The Education and Events Projects Officer is located in the RACGP Aboriginal and Torres Strait Islander Health team and reports to the Manager, Aboriginal and Torres Strait Islander Health. The Education and Events Projects Officer is responsible for contributing to the development, delivery and coordination of education and events activities for RACGP Aboriginal and Torres Strait Islander Health (the Faculty').

Key Responsibilities

- Support the development and delivery of member education activities and workshops including QI&CPD activities in consultation with internal and external stakeholders.
- Undertake the EAR Accreditation Training Course, to facilitate the accreditation of all Faculty educational activities.
- Contribute to the development of the Faculty's post fellowship qualification in Aboriginal and Torres Strait Islander health.
- Support the coordination and rollout of Faculty events, recognising significant dates on the Aboriginal and Torres Strait Islander calendar.
- Facilitate RACGP Aboriginal and Torres Strait Islander Health's representation at all relevant conferences, including the RACGP's annual conference.
- Support projects and the broader work of the RACGP Aboriginal and Torres Strait Islander Health Board and Education Committee as directed by the Manager.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Tertiary level qualification in education, health, events or a related discipline and relevant work experience.
- Demonstrated experience in coordinating and supporting the roll out of educational programs and events in a health/government or human services environment.
- Excellent written and verbal communication skills, with demonstrated experience in document preparation and public speaking.
- Ability to plan, organise and establish own work priorities to manage a complex workload.
- Excellent interpersonal and customer service skills with high standard of professional presentation.
- Well-developed organisational and problem-solving skills.
- Ability to work independently as well as work effectively as part of a small team.
- Microsoft Office proficiency and a capacity to work with complex database reports.

Highly Desirable

- A Tertiary level qualification in education, Indigenous health, or a related field.
- Knowledge of Aboriginal and Torres Strait Islander health issues and cultures.
- Understanding of Australian general practice.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- RACGP Aboriginal and Torres Strait Islander Health
- National and State Faculties
- Member Engagement employees
- Policy & Advocacy employees
- Education employees
- RACGP Expert Committees
- Marketing and External Communications
- Information Technology
- Finance

External:

- RACGP Aboriginal and Torres Strait Islander Health Board and Education Committee Members
- RACGP members
- National Aboriginal Community Controlled Health
- Organisation, including all state-based organisations
- Australian Indigenous Doctor's Association
- Indigenous GP Registrars Network (IGPRN)
- Torres Strait Regional Authority
- Experts in Aboriginal and Torres Strait Islander health
- Other relevant health organisations and stakeholders