

Position Description

Position Title	National Education Support Officer	Reporting to	National Medical Education Manager
Business Unit	GP Training	Direct reports	Nil
Classification	Level C	Date	December 2024

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 GP 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 Medical Education Support Officer is a part of the National Medical Education team and is integral to supporting high quality training and education outcomes.

Your Role

As a part of the National Medical Education team, your role will contribute significantly to the medical education delivery within the GP Training Program by providing high quality administrative support to the National Medical Education leadership team and Clinical Leads. You will be assigned to one or more portfolios to work within, which will have specific requirements that will be outlined at the time of commencing in the role and may also change from time to time.

This role requires excellent communication skills, both written and verbal, demonstrated organisational skills and ability to work in a dynamic environment, flexibility to meet changing needs, competing demands, priorities and deadlines. It also requires a deep understanding of vocational training for GPs.

Key Responsibilities

- Undertake and coordinate a wide range of administrative support responsibilities across a range of activities including preparation and distribution of reports, papers, monthly reports, meeting scheduling and minutes, and diary management.
- Under the direction of the National Medical Education Manager, coordinate GP Training Medical Education projects and other areas as required.
- Coordination of National Medical Education meetings and training sessions including scheduling, preparation and distribution of papers, minutes and recordings.
- Consult, liaise and work with key stakeholders to provide support to the GP Training Medical Education leadership team in achieving initiatives.
- Provide support for GP Training Medical Education projects under the direction of the Deputy Directors of Training or Clinical Leads.
- Assist the National Medical Education Manager with national medical educator team activities ensuring that activity scope is clear, schedules are in place and intended outcomes are achieved.
- As required, work with the National Medical Education Manager to coordinate the administration of the national medical educator team including:
 - conference and external meeting attendance
 - performance reviews
 - national education projects
- Provide support for National Medical Education team members and events with regards to travel booking including hire car, flights, accommodation, airport parking as required.
- In consultation and collaboration with the regional medical education teams facilitate and support the visibility of national education activities.
- Support the National Medical Education Manager with ad hoc requests as required.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Experience within the education/training delivery setting.
- Demonstrated experience in providing executive support or administration within an organisation at a senior level.
- Demonstrated ability to work in a dynamic environment, responding flexibly to meet changing needs, competing demands, priorities and deadlines.
- Highly organised, proactive, and self-managing with highly developed prioritisation, multi-tasking, project and time management skills.

- Excellent written skills including minute writing, agenda, paper preparation and presentation materials with a high degree of attention to detail and excellent verbal communication skills.
- Highly developed interpersonal skills with the ability to interact positively and professionally with a wide range of individuals from diverse backgrounds including all levels of management, employees, and external stakeholders to build and maintain relationships. Advanced computer literacy skills (including but not limited to the Microsoft Office Suite) and the ability to adapt to a wide range of special purpose software.
- Ability to work as part of a team and independently.
- Demonstrated ability to remain calm in busy high paced environments and complex situations with others.

Highly Desirable

- Experience working within the Australian General Practice Training Program delivery.
- Understanding of the General Practice environment and the nature of the role of a GP.
- Occasional flexibility with working hours and ability to work outside of normal business hours as required.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Chief GP Training Officer
- National Director of Training
- National Deputy Directors of Training/ National Clinical Heads
- National Medical Educator Manager
- National Clinical Leads and Lead MEds
- GP Training and Education Services Business Units
- Local and regional GP Training operations and medical education team members
- RACGP Leadership team
- RACGP Faculty managers
- RACGP employees

External:

- RACGP Members
- External stakeholders