



# Position Description

Position Title	Member Engagement and Projects Officer	Reporting to	Project & Events Coordinator
Business Unit	Member Engagement	Direct reports	Nil
Classification	Level C	Date	August 2022

## 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 NSW & ACT Faculty links the RACGP to its members and stakeholders in the regions and to the broader community therein. It also shapes and implements the College's plans, programs and policies and promotes its ethos and standards. It does this primarily through:

- Encouraging membership in the RACGP and providing a forum for members to actively engage with RACGP activities and activities on behalf of the College
- Promoting collegiality and pride in the profession
- Advocacy and leadership to promote a positive role for General Practice
- Delivery of educational services
- Identifying and addressing local aspirations, needs and opportunities.

RACGP NSW & ACT's core work areas are:

- Coordinating the Continuing Professional Development (CPD) program in the regions
- Conducting the Fellowship (FRACGP) exam in NSW and the ACT
- Responding to member enquiries
- Developing and delivering member activities, including conferences, educational sessions, newsletters and collegial functions.

## Your Role

Supported by the Project and Events Coordinator, the Member Engagement and Projects Officer is responsible for the development, delivery and co-ordination of education and college activities. The Member Engagement and Projects Officer will also identify and develop opportunities for further partnerships in response to key directions aligned with the RACGP operating plan and key external organisations/ partners.

## Key Responsibilities

- Responsible for the planning, development and delivery of education and collegiate activities, in conjunction with counterparts in other RACGP Faculties and the National events team, as required.
- Assist in the project management and design of project partnerships, the partnership provisions and successful delivery of all items, including events, workshops and the like, within the approved budget
- Prepare comprehensive project planning documents for all partnership activities and events
- Create and implement systems to capture and analyse data to measure and report on activities and projects
- Coordinate the communication items outlined in NSW & ACT partnership contracts (newsletters, webpage advertisements, AJGP inserts, etc.)
- Identify and engage prospective new sponsors and maintain productive relationships with existing sponsors
- Support the delivery of marketing strategies and materials for Faculty events to maximise event attendance
- Undertake communication activities to engage and inform members, including but not limited to administration of the Faculty's communication channels
- Complete education activity representative (EAR) duties for CPD events that fall under the project team, including supporting documentation and appropriate post event analysis with recommendations for future improvements
- Identify business development opportunities within the scope of the Faculty's operating plan

- Influence and educate stakeholders on the strategic direction and capacities of the RACGP
- Promote a positive image of the RACGP and RACGP NSW & ACT
- Respond to member and event stakeholder enquiries and feedback
- Participate in the RACGP Performance Review Cycle
- Deliver agreed Work Performance Goals – to be developed in conjunction with your People Leader
- Having flexibility to work afterhours and weekends as required
- Comply with all relevant workplace policies and procedures
- Other duties as required.
- A current and unrestricted driver's licence.

## Qualifications and Experience

### Essential

- A relevant tertiary qualification in events and/or project coordination
- Well-developed organisational and project planning skills with the ability to manage competing priorities and work to deadlines.
- Excellent written and verbal communication skills with a strong member focus and an ability to deal effectively with a variety of internal and external stakeholders.
- Experience in event coordination with the ability to plan events from start to finish.
- Excellent information technology skills including proficiency with Microsoft Office
- Demonstrated ability to work constructively in a small team, supporting team members whilst taking responsibility for organising own work.
- A high regard for confidentiality and security.
- Strong attention to detail and ability to follow process and direction.
- Demonstrated ability to be flexible and show initiative as priorities change.
- Ability to attend a limited number of evening/ weekend meetings.
- Satisfactory completion of a National Police Check may be required.

### Highly Desirable

- Experience with Information Management Systems.
- Experience with webinar and teleconferencing systems.
- Experience working in a health related, education related or membership organisation.
- Account Management experience.

## Your Relationships

Your role requires interaction with internal and external stakeholders including:

### Internal

- RACGP NSW & ACT Faculty team
- Finance
- IT
- Events
- Education
- Marketing
- Membership
- Media & Communications

### External

- Members
- Non-members
- Service providers
- Events stakeholders
- Sponsors and partners