

Position Title	Remediation Officer Quality & Compliance	Reporting to	Remediation Senior Medical Advisor
Department	Fellowship Pathways	Direct reports	Nil
Classification	Level C	Employment Status	Full Time fixed term until 31 December 2021
Position Number	TBC	Date	December 2019

The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 40 000 members including urban and rural GPs, medical students and registrars.

The RACGP's mission is to support GPs in improving the health and wellbeing of all Australians, "Healthy Profession. Healthy Australia." We provide skills and knowledge assessment, educational training and ongoing professional development for practising GPs. We develop resources and guidelines, help GPs with issues that affect their practice, support research to link members with the latest advancements in the field and advocate on behalf of the general practice profession to set and maintain standards of high quality health care for Australians.

Our Values

RACGP Staff are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower staff 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 Fellowship Pathways Division maintains services, standards and processes to ensure consistent and high quality delivery of training across all RACGP Fellowship pathways. This includes Australian General Practice Training (AGPT) Program, the Remote Vocational Training Scheme (RVTS), the Practice Experience Program (PEP), the General Practice Experience (GPE) Pathway (ending 2022), and Rural Generalism Pathway (once established). It encompasses all trainee journeys toward RACGP Fellowship. The Division has major responsibility for establishing cooperative working relationships with a range of external organisations, such as Regional Training Organisations (RTOs), the Remote Vocational Training Scheme Ltd, Government agencies and recognised representative bodies, including General Practice Supervisors' Association (GPSA), and General Practice Registrars' Association (GPRA).

Your Role

The Remediation Officer is responsible for supporting the development, implementation and maintenance of the RACGP's Remediation and Return to Work program. You will work closely with Education Services Division and all other relevant RACGP units to do so.

The Remediation Officer assists the Senior Medical Advisor – Education Progression and the responsible Clinical Lead with two main areas of general practitioner support: remediation of underperforming general practitioners and registrars and assisting the return to work of general practitioners after prolonged absence. Some cases will require focus on both areas of support simultaneously.

You will administer and interpret policies that aim to identify and manage GPs-in-training with deficiencies in their clinical knowledge and skills. To succeed in this role, you will understand and effectively utilise the policy, services, networks and resources made available by the RACGP, and apply solutions, and analyse and evaluate information to carry out your responsibility of providing consistent support to general practitioners.

Key Responsibilities

1. Recommend possible outcomes to the Remediation Senior Medical Advisor and the responsible Clinical Lead after assessing the requirements of Training Organisations who apply for financial assistance and/or advisory/consultative services from the RACGP to support an AGPT program or RVTS registrar or a PEP participant identified as requiring remediation.
2. Facilitate advisory/consultative discussions between a Training Organisation's medical educator and the RACGP Remediation Senior Medical Advisor and Clinical Lead.
3. Liaise with the Training Organisation to case manage the progress of AGPT program or RVTS registrars or PEP participants undertaking an agreed remediation.
4. Receive and in consultation with Remediation Senior Medical Advisor and Clinical Lead, respond to a registrar's or PEP participant's appeal against a remediation outcome in accordance with the relevant appeal policy.
5. Monitor Training Organisations' documented processes for early identification and management of support an AGPT program or RVTS registrar or a PEP participant with deficiencies in their clinical knowledge and skills, rate of progress within training, and clinical competence and/or performance, and who are therefore in need of additional training and support.
6. Liaise with Training Organisations to identify, analyse and evaluate information in relation to the remediation and return to work processes, including drafting letters and contracts.
7. Providing logistical support to remediation and return to work activities including booking travel, accommodation, venues and catering as well as processing invoices, in accordance with relevant policy and procedures.
8. Manage centralised email account and queries from Training Organisations and other stakeholders.
9. Provide secretariat support to the programs' meetings and activities, take meeting minutes and distribute approved versions to stakeholders, arrange stakeholder access to documentation and meeting invitations.
10. Circulate remediation or return to work details and in accordance with all Privacy Act and organisational policy requirements.
11. Support the process of compliance with conditions and recommendations of the RACGP's Australian Medical Council (AMC) accreditation through application of quality control processes in relation to Remediation and the Return to Work Program.
12. Analyse systems and procedures to identify opportunities for improvement of the Remediation and Return to Work Quality Management processes and documentation,

13. Maintain an awareness of external trends and possess a detailed knowledge of current organisational change.
14. Ensure the Remediation functional unit maintains accurate QMS documentation.
15. Participate in the RACGP annual performance review.

Environment, Health and Safety

1. Complies with the College's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the work place
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with the College in relation to activities taken by the College to comply with OH&S and environmental legislation.

Your Relationships

Your role requires interaction with the following internal and external stakeholders:

Internal:

General Manager, Fellowship Pathways
 General Manager, Education Services
 Senior Medical Advisor – Education Progression
 Quality & Compliance Manager

Principal Medical Education Advisor, Fellowship Pathways
 Clinical Leads
 Transition & Innovation Manager
 Pathways Manager
 Information & Data Systems Manager

External:

Australian Medical Council
 Regional Training Organisations

Health Workforce Division, Department of Health
 Remote Vocational Training Scheme Ltd
 General Practice Supervisors' Association (GPSA)
 General Practice Registrars' Association (GPRA)
 Australian universities
 Vendors and suppliers

Key Selection Criteria

Experience, Knowledge and Skills

Essential

1. Demonstrated experience in facilitating the delivery of support for those with deficiencies in their knowledge and skills.
2. Demonstrated experience in facilitating the interpretation of learning plans, procedures and policies to operational requirements and gathering information from internal and external stakeholders.
3. Demonstrated experience providing secretariat support for meetings and related activities.
4. Demonstrated experience building effective working relationships with a range of key stakeholders, including clinical staff.

Desirable

1. Demonstrated understanding of contemporary issues in medical education and training.

5. Demonstrated ability to plan, prioritise and organise the work and provide the required resources.
6. Ability to exercise initiative, discretion, judgment and maintain confidentiality and comply with requirements under the Privacy Act.
7. Strong interpersonal skills with the ability to interact effectively with a wide range of professionals including medical specialists, trainees, management, administrators and committee members.
8. Highly developed written and verbal communication skills.
9. Advanced knowledge of Microsoft Office applications, particularly Word, Excel and Outlook.

Qualifications

Essential

- Post-secondary qualification in a relevant discipline and/or demonstrated relevant experience within education or health environment.

Desirable

- Tertiary qualification in education or health.

Workplace Behaviours

In your acting role, you are expected to:

- | | |
|-------------------------------|------------------------------|
| • Positively influence others | • Be emotionally intelligent |
| • Take initiative | • Be flexible and adaptive |
| • Focus on service | • Strive for excellence |
| • Make effective decisions | • Demonstrate integrity |
| • Be transparent | • Be accountable |
| • Be respectful | • Collaborate |

Classification Description

In accordance with the Enterprise Bargaining Agreement (EBA) 2018 or subsequent agreement.

Declaration

I, _____ acknowledge that I have read and understood the Remediation Officer position description which forms part of my employment contract from the date of issue.

I, *[insert name]*, accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements.

Employee: _____ (signature) Date: _____

This Position Description is approved by H.R January 2020

A handwritten signature in black ink, appearing to read "Paul Molloy", is written over a light blue grid background. The signature is fluid and cursive, with a long horizontal stroke extending to the right.