

Position Description

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| Position Title | Selection Officer | Reporting to | Selection Lead |
| Business Unit | Education | Direct Reports | NA |
| Classification | Level C | Date | October 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 Education Business Unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review and maintain Education and Training standards for all aspects of a GP's training and education across the lifelong journey of General Practice. In maintaining the Education and Training standards, Education teams develop and deliver educational activities, Fellowship examinations, set and apply eligibility, selection and entry criteria for Fellowship pathways, and implement the RACGP's strategic vision. The functions of Education include:

- Medical Educators and Censors
- Assessment
- Education Governance and Development
- Continuing Professional Development (CPD)

Your Role

The Selection Officer reports to the Selection Lead and supports the delivery of a range of activities relating to selection into the Australian General Practice Training (AGPT) program. The position also takes direction from the relevant National Assessment Advisor.

The position is responsible for a broad range of administrative and logistical tasks that contribute to the end-to-end development and delivery of AGPT selection. This includes the end-to end development and delivery of the Candidate Assessment and Applied Knowledge Test (CAAKT), Multiple Mini Interviews (MMI) and all other activities relating to supporting applicants and stakeholders throughout the selection process.

There is a focus on efficiency, continuous improvement and upholding national consistency. The role is critical to ensure all selection tasks and activities are delivered on time and to a quality standard.

In peak selection periods there is a requirement to work additional hours, and this will be managed in line with the RACGP Enterprise Agreement (EA) 2022 (or subsequent agreement).

Key Responsibilities

- Respond to queries from a range of internal and external stakeholders such as applicants, regional training operations teams, GP marketing team, medical educators and GP contractors received by email and telephone and provide high quality, accurate and timely customer service and technical support.
- Plan, organise and be responsible for logistical aspects of assessment development activities including assessment content creation workflows, question writing workshops, trials, reviews, standard setting, concordance, surveys, remuneration, test review and publication, working closely with the National Assessment Advisor – Selection and Medical Educators.
- Coordinate the set-up of assessment enrolment portals, liaising with the assessment delivery vendor and internal teams including Information Technology and Finance.
- Deliver a range of outputs relating to selection and the CAAKT and MMIs, including the maintenance of templates, creation of project plans and schedules, preparation of assessment materials, rosters, surveys, candidate enrolments, communications, distribution lists and training activities.
- Provide support with aspects of assessments during preparation and on the days of delivery.
- Process and follow up on assessment incident reports, special arrangement applications, Censor-in-Chief submissions and related activities.
- Assist with delivering internal stakeholder briefings and updates.
- Provide secretariat support for workshops and meetings, including set up, distribution of documentation, minutes, catering and booking travel.
- Ensure accurate process documentation is maintained and all documents are stored in a timely manner in accordance with established policies.
- Maintain an up-to-date knowledge of all relevant policies and processes.
- Provide input to continuous improvement of processes and develop and implement new procedures to better deliver selection to nationally consistent standards.
- Respond to changing requirements and adjust priorities accordingly.
- Comply with all relevant workplace policies and procedures.

- Other duties as required.

Qualifications and Experience

Essential

- A relevant tertiary qualification.
- Experience working on projects or in the delivery of assessments.
- Experience in a role requiring attention to detail with a meticulous approach.
- Capacity to work effectively within a team and independently and to take initiative.
- Outstanding written and oral communication skills.
- Aptitude for using new technology.
- Excellent customer service focus with the ability to develop effective working relationships with a range of stakeholders.
- Experience developing and maintaining positive relationships in complex and sensitive stakeholder environments.
- Capacity to operate effectively and adapt quickly in a rapidly changing environment.
- Experience with the full Microsoft Office Suite of products.

Highly Desirable

- Demonstrated project coordination skills.
- Strong understanding of assessment processes.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Assessment Teams.
- National Clinical Leads and National Assessment Advisors
- GP Training Operations Teams.
- GP Marketing Team.
- Membership Business Unit.
- Business Services Teams.

External:

- Members.
- Training Applicants.
- Assessment Candidates.
- Assessment Vendors.