

Position Description

Position Title	Governance Officer	Reporting to	Governance and Fellowship Lead
Business Unit	Education	Direct Reports	NA
Classification	Level C	Date	September 23

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
 - Innovation
 - Selection and Fellowship Exam Development and Delivery
 - Eligibility
 - Selection Programs
 - Education Support
- Education Governance and Development
 - Education Standards and Curriculum
 - Education Strategy & Development
 - Accreditation
 - Education Governance & Fellowships
 - Education Policy & Guidance
 - Digital Education
 - Evaluation, Quality & Research
- Continuing Professional Development (CPD)
 - CPD Projects
 - CPD Operations
 - CPD Marketing and communications
 - CPD Program Coordinators and Faculty Support
 - Leadership and Mentoring Programs

Your Role

The Governance Officer (GO) is part of the education governance and fellowships team which governs core processes that are designed to increase the depth, breadth and quality of general practice education in all aspects of the lifecycle of the GP. The Governance Officer plays a key role in the coordination and administration of the Fellowship completion element of General Practice.

The GO is responsible for providing direct support to the National and State based censors who are accountable for maintaining the standards, fairness and integrity of the RACGP Fellowship program, as well as providing support to the education governance and fellowship team. The GO will receive, accurately check and coordinate the critical tasks of the final stages of a RACGP member's journey to attain their Fellowship. This is a mandatory requirement and requires methodical management, good judgment and direction with impeccable time, efficiency, precision, and finalisation of fellowship applications.

Key Responsibilities

- Prepare and execute original, and replacement, parchments to Fellows after conducting the required due diligence.
- Supporting States Censors to complete the Recognition of Prior Learning, applications for Fellowship, Education forms and the Completion of Training forms.
- Manage and ensure appropriate and consistent quality control checks are in place, and execute fellowship applications for all pathways and programs, following all process requirements as set out in the Work Instructions.

- Provide a professional, measured, balanced and sensible approach to a broad range of stakeholders including regulatory bodies, state faculties, other teams in the Education and GP training units, RACGP Rural faculty, the Secretariat to the RACGP Board, international colleges, external suppliers, and members.
- Respond to requests relating to information about specific processes and/or application status', individual circumstances and adequately managing member expectations.
- Working closely with the Censor in Chief to ensure State censors are well supported and work efficiently, effectively and fulfil their obligations as well as the ability to identify, and re-engineer, process improvements where possible to enhance quality.
- Acknowledging, coordinating and managing relevant Censors inboxes and the Fellowships inbox(s) including responding to queries within two business days. Providing support for the Education Governance inbox, as required and directed.
- Receive, respond, and complete requests for primary source fellowship verification, letters of Good Standing, as well as responding and managing other ad-hoc queries to verify aspects of a member's fellowship status with scrupulous processes to capture and record data.
- Raise purchase orders and send to relevant cost centre manager for approvals.
- Maintain a comprehensive archive of all Education governance and fellowship documentation in the electronic document management systems.
- Provide support to Education Governance Coordinator as directed.
- Contribute to effective and efficient business models and foster a culture of continuous improvement.
- Support other immediate and urgent ad-hoc tasks from Censors relating to applications as required.
- Comply with all relevant workplace policies and procedures.
- Other duties as directed by the Governance and Fellowship Lead.

Qualifications and Experience

Essential

- Tertiary qualification or equivalent combination of qualifications and experience in the Education, Healthcare, Government, Charitable, and/or Professional Association sectors.
- Excellent verbal and written communication skills, in particular, the ability to understand complex written material and then to summarise clearly and accurately.
- Attention to detail and an ability to think outside the square.
- Demonstrated experience in providing customer service and support; ability to provide support to a team of medical educators (Censors).
- Proficiency in using a number of platforms such as the Microsoft office suite, travel booking, electronic document management and payment systems.
- The ability to plan, organise, work flexibly to deadlines and on multiple tasks/projects.
- Experience in committee meeting coordination, agenda preparation and minute taking.
- Ability to flexibly manage competing demands based on an understanding of organisational priorities in a complex and changing work environment.
- Demonstrated excellence in stakeholder management with the ability to establish trust, credibility and rapport with professionals at all levels within the organisation.
- Fast learner with a positive approach and encouraging style.
- A proven track record in effective and efficient approaches which meets regulatory, policy and management requirements.
- Demonstrated experience working independently and as part of a small team.
- The ability to always maintain discretion and confidentiality; and handle sensitive information.

Highly Desirable

- Experience in project management and/or process re-engineering in a health/education environment for a member facing organisation.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Head of Education Governance and Development
- Education and GP training units
- RACGP Censors, Censor in Chief and Medical Educators
- Employees in other departments of the college

External:

- GPs and RACGP Members
- Regulatory bodies
- Recruiters, practice managers to verify Fellowship
- RVTS, JCU and internal Conjoint colleges
- APHRA
- Suppliers of goods and services