

Position Title	Engagement and Change Advisor	Reporting to	RLT Operations Manager
Department	Fellowship Pathways	Direct reports	0
Classification	Level E	Employment Status	Full Time Fixed-Term to 23 December 2021
Position Number	TBC	Date	July 2020

## The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 41,000 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 employees 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 RACGP and the Fellowship Pathways Division in particular, are in the process of implementing substantial changes to the arrangements for GP Training (RACGP Led Training (RLT) Transition). These changes affect the end to end operating model, including funding, accountabilities, processes, roles, systems, service providers and related capabilities. Given the extensive change being undertaken and the wide range of stakeholders involved, it is critical that the cultural, behavioural, skills and communications aspects of this change are effectively managed. Working with the key project and operational managers across the organisation, the Engagement and Change Advisor will review, update and maintain and implement the departmental change and communications management strategy and plans.

This position will be working with multiple teams of focused professionals by inspiring and supporting people and helping the leadership team achieve its goals and objectives. This role will be required to work across the business at all levels.

## Key Responsibilities

1. Manage and coordinate all departmental internal and external stakeholder change management activities
2. Create and apply a structured change management methodology to the transition to RACGP Led Training (RLT)
3. Consult with stakeholders to understand the change and communications implications associated with the RLT Transition.
4. Review, update and maintain the change and communications strategy for transition to RLT, ensuring that it continues to be aligned to the evolving, overarching RLT Transition Strategy and Plans.
5. Conduct change impact and readiness assessments with stakeholders and develop training and communications plans to respond to these assessments.
6. Create communication and training plans in conjunction with RACGP's communication and training teams to educate the stakeholders and prepare them for change. Coordinate the implementation of these plans to ensure that appropriate communication and training is provided to the appropriate people at the right time.
7. Provide change management advice to department managers and supervisors as they support their staff through operational transitions and change.
8. Work with key stakeholders and cross-functional teams using various tools for participation to clarify and align change management goals and accountabilities.
9. Identify, capture and apply lessons learned on a regular basis throughout the transition lifecycle
10. Conduct the necessary change and communications management administration, including preparing agendas and minutes, reports and papers.
11. Participate in the RACGP Performance Review cycle
12. Deliver agreed Work Performance Goals – to be developed in conjunction with Manager.
13. Other duties as required.

## Environment, Health and Safety

14. Complies with the College's OH&S policies and procedures;
15. 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;
16. 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;
17. Participates in meetings, training and other environment, health and safety activities;
18. Does not wilfully place at risk the health or safety of any person in the work place;
19. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare; and
20. 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:

Fellowship Pathways managers and team members  
Managers and team members in other departments  
Transition Project teams

### External:

RACGP members  
Regional Training Organisations  
Department of Health  
Remote Vocational Training Scheme

## Key Selection Criteria

### Experience, Knowledge and Skills

#### Essential

1. Proven experience in Change and Communications Management, including implementation of complex changes at a departmental level
2. Experience in change impact analysis
3. Communications planning, development and delivery
4. Training planning, development and delivery
5. Detailed knowledge of business environments and direct business experience, in particular an understanding of management structures, organisational dynamics, human behaviours and cultural changes in organisations
6. Demonstrated strategic thinking, planning and stakeholder engagement skills
7. Exceptional business and report writing skills
8. Demonstrated ability to act as a change catalyst
9. Understanding of how people interact with systems to conduct business processes and the associated knowledge and skills requirements.
10. A track record of being able to quickly and effectively build and maintain strong working relationships with a diverse group of stakeholders
11. Proven ability to delivery outcomes with Business Acumen

#### Desirable

1. Experience in an education or health-related industry.

## Qualifications

### Essential

- A relevant tertiary qualification in a related discipline.

### Desirable

- A qualification in change management

## Workplace Behaviours

In your role you are expected to:

- Positively influence others
- Take initiative
- Focus on service
- Make effective decisions
- Be transparent
- Be respectful
- Be emotionally intelligent
- Be flexible and adaptive
- Strive for excellence
- Demonstrate integrity
- Be accountable
- 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 Engagement and Change Advisor position description which forms part of my employment contract from the date of issue.

I 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	(signature)	Date	July 2020