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| Position Title  | QLD Member Engagement Coordinator | Reporting to      | Queensland State Manager   |
| Division        | Membership & Transformation       | Direct reports    | NIL  |
| Classification  | Level D                           | Employment Status | Full-time Fixed-Term (Parental Leave Backfill) until 7 November 2022 |
| Position Number | TBC                               | Date              | August 2021  |

## The 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 Australian's 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 Queensland Faculty Team is the main point of contact for RACGP members and stakeholder in Queensland. The faculty provides locally focused member services including:

- In line with national campaigns, assist with recruitment and retention of RACGP members and develop strategies to promote membership at the state level.
- Provide a forum for members to actively engage in RACGP activities and activities on behalf of the RACGP.
- Promoting collegiality and pride in the profession.
- Advocacy and leadership to promote the profession to key stakeholders.
- Delivering education and collegial activities.

The core work of RACGP Queensland Faculty includes:

- Responding to member enquiries and delivering local member focused services to RACGP members.
- Advocating for the needs of RACGP members, their communities and the profession across Queensland.
- Coordinating the delivery of the Fellowship examination and related activities across Queensland.
- Delivering the RACGP Continuing Professional Development (CPD) program across Queensland.
- Developing and delivering member activities included conferences, educational workshops, events and collegial & social functions (such as the Fellowship and Awards Ceremony).

## Your Role

The Member Engagement Coordinator is responsible for the end-to-end development, planning, organisation and delivery of a broad range of member-focused activities across Queensland, including education workshops, webinars, conferences, meetings, seminars, and collegial & social functions. In addition, the role is also responsible for the coordination and delivery of all Faculty communications, internal and external.

Under the direction of the State Manager, this role has a high level of autonomy, providing specialist expertise when coordinating a range of member-focused activities. The role would be expected to identify and implement solutions to problems that occur with the development, planning and delivery of those activities.

## Key Responsibilities

- Coordination and responsibility of the end-to-end planning, development and delivery of member-focused activities across Queensland, including education workshops, webinars, conferences and collegial & social functions.
- Evaluate the success of the planning, development and delivery of member activities from the Queensland Faculty Team, including evaluation of service delivery.
- Coordinate and deliver the regular and ad hoc faculty communications including, faculty e-newsletter, EDMs, social media and event & activity promotions.
- In collaboration with the Queensland CPD Coordinators ensure faculty activities meet the educational requirements and reporting timeframes.
- In collaboration with the Queensland State Manager, coordinate a plan to increase sponsorship opportunities for the Faculty.
- Undertake reporting and analysis of member data to inform member engagement changes.
- Develop procedures and guidelines where required and identify areas for continuous quality improvement to ensure the delivery of activities and events are at the highest level.
- In collaboration with the Queensland State Manager coordinate the delivery of the Faculties operations in the Townsville office.

- Participate in the RACGP Performance Review Cycle.
- In consultation with Manager, deliver agreed Work Performance Goals.
- Other duties as required.

## Environment, Health and Safety

1. Comply with the RACGP's wellbeing and workplace OH&S policies and procedures.
2. Take reasonable care for your own health and safety, along with other RACGP employees, members and visitors.
3. Ensure that hazards and incidents, near misses and injuries are reported immediately to your Manager.
4. Actively and willingly participate in health and safety, wellbeing, emergency evacuation training, meetings and workplace activities.
5. Do not wilfully place at risk the health or safety of any person in the workplace.
6. Always work proactively to uphold the highest standards of health and safety in the workplace, including working remotely, behavioural conduct and whilst undertaking all associated duties of your role.

## Your Relationships

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

**Internal:**

- Queensland State Manager
- RACGP Queensland employees
- RACGP Rural Faculty employees and other College employees based in Queensland
- RACGP Membership & Transformation Division teams
- RACGP Marketing and Events employees

**External:**

- RACGP Queensland Members, including members of the Queensland Faculty Council and associated committees
- Key local stakeholders including Government departments, other peak bodies, PHNs, and RTO's
- Service providers such as caterers, venues & function centres
- Queensland Medical School student groups

## Key Selection Criteria

### Experience, Knowledge and Skills

**Essential**

- Demonstrated experience in a successful communications or event management role.
- Strong customer service focus with high level of attention to detail and organisation skills.
- Excellent communication skills – able to communicate effectively and build strong relationships with all levels of staff, management and internal and external stakeholders.
- Demonstrated ability to train, guide, coach and provide advice to others within a team.
- Demonstrated experience working independently and as part of a small team.
- Proficient in Microsoft Office suite of products and technical ability in the set-up of IT equipment.
- Flexibility to work after hours and weekends as required.
- Satisfactory completion of a National Police Check may be required.

### **Highly Desirable**

- Previous experience in a membership based organisation and/or knowledge of the health sector
- Demonstrated experience with CRM systems
- Demonstrated experience with web-based event management programs
- Previous direct people management experience

## **Qualifications**

### **Essential**

- Tertiary qualification in event management, or project management, or communications or marketing or similar.

### **Desirable**

- Post-graduate event or project management, communications, business, or equivalent qualifications

## **Workplace Behaviours**

In our workplace your actions and behaviours will:

- *Positively influence others*
- *Take initiative*
- *Focus on quality service delivery*
- *Make effective decisions*
- *Be transparent*
- *Prioritise respectfulness*
- *Strive for excellence*
- *Be flexible and adaptive*
- *Demonstrate integrity*
- *Be accountable*
- *Celebrate collaboration*

## **Classification Description**

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

## **Declaration**

I, **(insert name)** acknowledge that I have read and understood the Queensland Member Engagement Coordinator 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: \_\_\_\_\_