

Position Title	Training Programs Administrator	Reporting to	Training Program Lead
Division	Training Programs, Education Services	Direct reports	Nil
Classification	Level B	Employment Status	Full time, fixed term contract until 30 June 2023
Position Number	TBC	Date	November 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 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

Education Services sets the strategic framework and operational activity for education in accord with the RACGP vision statement and strategic overview focussed on the life journey of the general practitioner. It achieves this outcome by researching, developing, implementing, evaluating and maintaining the policy framework, curriculum and academic standards of a general practitioners training and education in Australia. This includes initiatives and requirements applicable to the three life-cycle phases of the RACGP curriculum comprising: pre-general practice, general practice under supervision and general practice – lifelong learning and concordance with internal and external regulatory and qualitative benchmarks.

You will be part of the Practice Experience Program (PEP) team, which has been created to effectively implement the RACGP PEP, it is funded by the Commonwealth Department of Health to provide educational support to Non-Vocationally Registered (Non-VR) doctors in partnership with Regional Training Organisations (RTOs).

## Your Role

Reporting to the Training Programs Lead this role provides administrative support in the coordination of effective and efficient operational functions of the Training Programs team to ensure excellence in the delivery of the GP training programs.

## Key Responsibilities

- Support the expansion of the PEP delivery in house by providing administrative support as required, including but not limited to, responding member enquiries, setting participants up, organising the necessary appointments for the Workplace Based Assessments and supporting the Medical Educators.
- Provide administrative support to the delivery of the PEP Exam Preparation course by ensuring the intakes receive the relevant content and links each week and by ensuring the groups rotate as needed.
- Provide administrative support to develop, implement and maintain operational processes.
- Liaise with the Evaluation team and provide administrative support by becoming the nexus between Training Programs and Evaluation.
- Maintain program databases to reflect and track all changes within cohorts.
- Act as a point of contact for PEP-related enquiries referred through the Member Services team.
- Organise, coordinate, and oversee PEP workshops and events in line with budgets including sourcing venues, catering, arranging room & AV setups, preparing documentation and presentations and booking travel and accommodation for attendees.
- Contribute to the reporting and data collection and analysis as required
- Develop positive and collaborative working relationships with internal and external stakeholders.
- 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:

- RACGP Colleagues:
- RACGP managers, coordinators, medical educators and employees Example

### External:

- Training Organisations
- RACGP members
- Doctors
- Australian Government Department of Health (DoH)
- Australian Government Department of Human Services (DHS)
- Private medical centre operators
- GP recruitment organisations
- Primary Health Networks
- GP practice managers and other staff

## Key Selection Criteria

### Experience, Knowledge and Skills

#### Essential

- Demonstrated experience in a diverse administration role within a large-scale, complex organisation.
- Strong attention to detail with high level organisational and administration skills
- Highly developed written and verbal communication skills
- Strong customer service skills
- Experience liaising with a range of internal and external stakeholders with the ability to build effective working relationships
- Strong PC Skills with knowledge and use of Microsoft Office (particularly Word, Outlook, Excel) with the ability to learn and use new systems quickly and proficiently
- Demonstrated experience in finance tasks such as assisting with reporting and providing data for internal and external audits

#### Highly Desirable

- Experience with member databases
- Experience working in the health and/or education sectors

## Qualifications

### Essential

- Accredited training in business, administration, project coordination or other relevant qualification.

### Desirable

- A degree in business, administration or other relevant qualification.

## 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.