

Position Title	Manager CPD	Reporting to	Head of CPD
Department	CPD	Direct reports	6
Classification	Level F	Full	Full time
Position Number	TBA	Date	November 2019

## The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 40 000 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 Staff 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

Member Services is responsible for leading national strategic and operational outcomes in promoting a career in general practice, market intelligence, member services, support and engagement, retention, acquisition, membership policy and revenue-generation through all career stages of RACGP members.

The main objective of the RACGP CPD term is to manage our external quality assurance program through RACGP accreditation frameworks and to support general practitioners improve the quality of care they provide to their patients through continuing professional development. Based on international evidence and literature on the effectiveness of CPD in general practice, program guidelines reflect the key concepts of lifelong learning adult education and self-directed learning.

## Your Roles

As a member of the CPD management team, the role contributes to the overall development and growth of the RACGP CPD program, ensuring its effectiveness, operational efficiency and the achievement of strategic imperatives. The role supports the validity and quality of CPD education through robust audit and quality assurance processes. Working collaboratively across the entire program, the role contributes to all aspects of the program's diverse activities.

## Key Responsibilities

1. Provide effective team leadership, staff development and strategic direction to drive team's KPIs
2. Develop, implement and manage systems, operational policies, procedures and processes to ensure delivery of the CPD program meets the needs of participants and stakeholders
3. To be responsible for the roll out of all operational aspects related to the implementation of the new triennium, implementing continuous improvement in response to any issues identified.
4. To forward plan the operations associated with subsequent triennium, taking into consideration changes to regulations or new legislative requirements.
5. Develop and implement Quality Assurance programs and processes to ensure adherence to CPD education standards
6. Develop and implement a new audit framework that will ensure adherence to requirements, guideline and frameworks for CPD Education providers and CPD program participants. To incorporate best practice in the frameworks development and implementation.
7. Undertake continuous process improvement of the areas under your management
8. Provide support and advice to all CPD Program stakeholders including Head CPD, RACGP Senior Management, National Faculty and State/Territory Managers, and CPD Program staff.
9. Financial management of the business unit.
10. Manage the CPD data analysis, statistics and integrity process to ensure all reports are accurate.
11. Deliver agreed *Work Plan Goals* – to be developed in conjunction with Head, CPD.
12. Participate in the RACGP annual performance review.

## Environment, Health and Safety

1. Complies with the College's OH&S policies and procedures
2. 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
3. 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
4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the work place
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. 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:

- Head CPD
- Manager CPD Development
- CPD Project Manager
- RACGP Education Providers
- IT
- Other RACGP employees as required

### External:

- Other (may include Council Members, Board Members, GPs, RACGP members)
- Medical Colleges
- CPD Manager Network
- Regulatory Boards and authorities

## Key Selection Criteria

### Experience, Knowledge and Skills

#### Essential

As a **suitable** candidate, you will have:

1. Strong understanding and experience of continuing professional development (CPD) programs.
2. The ability to plan, organise and establish own work priorities to meet deadlines.
3. The ability to lead and develop staff.
4. Strong experience managing operations and business processes.
5. The ability to handle multiple tasks with competing priorities with ease.
6. Excellent communication style – ability to communicate effectively with all levels of staff and management.
7. A strong customer and stakeholder focus and service delivery.
8. The ability to work well as part of a team.
9. High level computer literacy (Word, Excel, PowerPoint and database management).
10. Ability to interpret data and solve problems

11. Ability to formulate work plans, policy and procedure documents and reports
12. Satisfactory completion of a National Police Check may be required.

#### Desirable

1. Knowledge of quality assurance and/or audit processes
2. Knowledge of/experience in membership organisations.
3. Knowledge or experience in education principles and theories

## Qualifications

#### Essential

1. Completion of a post-secondary qualification in a relevant field

#### Desirable

1. Tertiary qualification

## 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 Manager CPD 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	