

Position Description

Position Title	Education Support Project Coordinator	Reporting to	Education Support Lead
Business Unit	Education	Direct reports	NA
Classification	Level D	Date	November 2022

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

Your Role

As the Education Support Project Coordinator your role is critical to the successful development of tools, resources and IT solutions, evaluation, and preparation for the delivery of RACGP assessment products and services to members seeking Fellowship.

You will report directly to the Education Support Lead, liaising closely with the National Assessment Advisor (NAA), GP Medical Educators and key internal and external stakeholders. You will coordinate project activities to deliver a range of outputs to quality standards within agreed timelines.

Key Education Support team functions include administering applications and issuing outcomes of eligibility assessments for the RACGP's Specialist and General Practice Experience Pathways.

To be successful in the role, you must be an articulate communicator who engages confidently with multiple stakeholders and be adept at managing multiple concurrent tasks. Training on Education Support functions will be provided as a working knowledge of administrative procedures will be essential when refining and implementing plans to improve work processes.

This is an exciting and varied role that requires dedication, attention to detail and a real desire to achieve quality outcomes.

Key Responsibilities

Coordinate project and team tasks that include, but are not limited to the following:

- Working with the Education Support Lead and Education Support Coordinator to deliver projects, such as the redevelopment of the Specialist Pathway; national upscaling of PESCI and development of short-term training assessments
- Coordinate and complete project documentation to support the delivery of Education Support assessments

- Liaise with internal and external stakeholders to scope, secure and contract IT assessment delivery services as needed
- Coordinate and work with specific working groups, as directed, to plan and execute the logistics for the development, trial and evaluation of assessment tools
- Develop and coordinate effective communication plans for key stakeholders including copy writing, building emails, and managing web content
- Coordinate the development and delivery of training resources for key stakeholders including administrators, assessors, and panel members
- Support the team with answering queries relating to Education Support assessments including troubleshooting and enquiry management for members and other staff
- Undertake data and reporting requirements including briefings to internal and external stakeholders
- Apply a well-considered risk management approach to all project tasks
- Apply a continuous improvement approach to evaluate processes and develop and implement improvements in line with RACGP's strategic operating plan
- Participate in the RACGP Performance Review Cycle
- In consultation with Manager/Supervisor, deliver agreed Work Performance Goals
- Comply with all other policies and procedures
- Other duties as directed

Qualifications and Experience

Essential

- A relevant tertiary qualification
- Excellent written and verbal communication skills
- Experience coordinating projects to completion
- Well-developed analytical skills
- Excellent customer service focus with the ability to develop effective working relationships with a range of stakeholders
- Experience in coordinating multiple working groups and concurrent project tasks
- Understanding of College technology and experience in coordinating IT and College systems integration
- Excellent PC skills and use of Outlook, Word, Excel and PowerPoint
- Satisfactory completion of a National Police Check may be required.

Highly Desirable

- A tertiary qualification in education or health
- Demonstrated experience in project coordination or project management in health and/or education environment
- Demonstrated knowledge and/or experience of working in a general practice environment and/or educational assessment sector
- Demonstrated leadership skills
- Values driven mindset, aligned to the College Mission, Vision and Values

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Medical educators
- Council of Censors
- Committee members
- Head of Assessment
- Chief Education Officer
- National Assessment Advisor - PESCI
- National Clinical Lead – Assessment
- Assessment teams
- Manager, Education Governance
- Censor in Chief
- Executive Officer, Member Engagement
- Executive Officer, Education
- Faculty managers and teams
- National Director of Training
- Evaluation team
- Policy team
- Quality team
- Business Services team
- Member Services Centre
- Other RACGP staff

External:

- Members Vendors Training Organisations
- Medical Board of Australia
- Australian Medical Council