

Position Title	Training Eligibility Administrator	Reporting to	Provider Number Operations Coordinator
Department	Fellowship Pathways / Information & Data Systems	Direct reports	nil
Classification	Level B	Employment Status	Fulltime fixed term until 31 December 2021
Employee Number	TBD	Date	February 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 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

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 Training Program Eligibility Administrator provides support to the Training Program Eligibility team. The particular focus of the role is to administer applications for entry into RACGP Fellowship Program pathways.

Key Responsibilities

1. Process applications to the Practice Experience Program using work instructions developed in consultation with Education Services and Fellowship Pathways.
2. Proactively identify opportunities for improvement, draft and propose responses to emerging risks and opportunities, and work with the PEP Eligibility Coordinator and Training Programs Access Lead to improve processes in the team.
3. Communicate with members both proactively and in response to queries on topics related to their applications.
4. Where required assist with processing applications for the Australian General Practice Training program using work instructions developed by the Fellowship Pathways.
5. Support other RACGP employees in answering member queries related to eligibility.
6. Collect data at all touch-points with members for reporting purposes.
7. Maintain relationships with internal and external stakeholders.
8. Participate in the RACGP Performance Review cycle.
9. Deliver agreed Work Performance Goals – to be developed in conjunction with Manager.
10. Other duties as directed.

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:

Manager – Provider Number Operations Coordinator
Fellowship Pathways managers & employees

External:

Members
GP Contractors

Key Selection Criteria

Experience, knowledge and Skills

Essential

1. Project support experience with the ability prioritise and support delivery on multiple projects in a timely manner and with high quality results
2. High level communication skills both written and verbal with the demonstrated ability to produce high quality, clear and succinct correspondence and reports
3. Commitment to high quality customer service delivery ideally within a member based organisation.
4. Experienced in planning, organising and administering processes to ensure tight deadlines are achieved.
5. A resilient and independent capacity to thrive on the challenge of change
6. Strong PC Skills with knowledge and use of Microsoft Office (particularly Word, Excel, and PowerPoint) with the ability to learn and use new systems quickly and proficiently
7. Ability to operate in a changing environment and committed to contributing to a continuous improvement culture
8. Satisfactory completion of a National Police Check may be required.

Desirable

1. An understanding of general practice training in Australia
2. Experience working with members in a not-for-profit environment
3. An understanding of the existing structure and relationships of the RACGP

Qualifications

Essential

- Relevant Business and/or Administration Training

Desirable

- Business and/or administrative training to Diploma Level and/or have successfully completed a degree qualification in any related field

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, **[insert name]**, acknowledge that I have read and understood the Eligibility Administrator 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:			
Manager	(signature)	Date	
H.R	 (signature)	Date	March 11, 2020