

Position Description

Position Title	CPD Program Officer	Reporting to	CPD Lead - Operations
Business Unit	Education	Direct reports	NIL
Classification	Level C	Date	May 2026

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

The RACGP CPD Team is the main point of contact for RACGP members and stakeholders related to CPD. The team works on both a national delivery model and locally with the state faculties to provide focused CPD support for members. The main objective of the RACGP CPD team is to support general practitioners to improve the quality of care they provide to their patients through continuing professional development (CPD), which is a key activity of the RACGP. 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.

The core work of the CPD team both nationally and through state faculties includes:

- Responding to member enquiries and delivering local member focused CPD services to RACGP members
- Delivering the RACGP Continuing Professional Development (CPD) program
- Supporting member activities including practice support, webinars, education, conferences and other engagement activities.

Your Role

The CPD Program Officer provides high-level and specialised support to RACGP members and the wider CPD team in a timely, accurate and efficient manner to ensure the effective delivery of the CPD program.

The role also supports education, training and collegial activities undertaken by the wider RACGP faculty teams and assists more broadly with the promotion of the faculty's services to members.

Key Responsibilities

1. Provide support to RACGP members via phone, email and in person to meet their CPD requirements as per the MBA CPD Registration Standard and the RACGP CPD Standards.
2. Identify and analyse members' needs, resolve problems, adapt program knowledge, and provide resources and program expertise to a range of different situations and contexts.
3. Contribute to program improvements and engagement by identifying system and process gaps, participate in problem solving discussions and implement agreed solutions.
4. Contribute to maintaining CPD Provider and CPD Representative relationships by providing administrative support, maintaining accurate records and responding to enquiries.
5. Apply excellent interpersonal skills to instruct and guide members in navigating the CPD program and the RACGP's myCPD platform.
6. Assist with delivery of CPD engagement activities and member facing events by providing relevant administrative and logistical support for virtual and in person events, such as conferences, exams and webinars.
7. Provide administrative support to other RACGP stakeholders – internal and external, relevant to the implementation and maintenance of the CPD program.
8. Contributes to CPD Quality Assurance processes and audits by identifying, reviewing and assessing GP activities against program standards.
9. Provide administrative support to other members of the CPD team as required.
10. Assess and manage feedback and complaints, triage problems, resolve where possible and escalate to the appropriate person(s)/team as required.
11. Comply with all relevant workplace policies and procedures.
12. Other duties as required.

Qualifications and Experience

Essential

- Excellent Strong written and verbal communication skills
- Demonstrated ability to work effectively as part of a small team and under times of pressure
- Ability to work autonomously using excellent planning and organisational skills, prioritising own work for best outcomes.
- Demonstrated ability to apply sound judgement and use problem solving techniques

- Excellent interpersonal skills with the ability to interpret member needs and develop and sustain positive relationships
- Demonstrated experience in the use of PC based computer applications including Microsoft Office programs
- Ability to identify opportunities for improvement and recommend and implement change

Highly Desirable

- Experience providing high-level administrative support in an educational environment
- Experience in working with database (IMIS), CRM and virtual platform
- An understanding of the Australian Health system with particular reference to general practice
- An understanding of Continuing Professional Development and Quality Improvement programs
- Post-secondary qualification in office administration or business management

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- RACGP employees
- National Director, CPD
- CPD Managers
- CPD Leads
- RACGP Faculty State Managers
- Other state based RACGP employees.
- National and interstate CPD employees

External:

- General Practitioners
- CPD providers