

Position Title	Transition Engagement and Change Specialist	Reporting to	RLT Operations Manager
Division	Fellowship Pathways	Direct reports	Nil
Classification	Level F	Employment Status	Full Time Fixed-Term to 23 December 2021
Position Number	TBC	Date	July 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

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 Generalist 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 RACGP and the Fellowship Pathways Division in particular, are in the process of implementing substantial changes to the arrangements for GP Training (RACGP Profession led community based training (PLT) Transition). These changes affect the end to end operating model, including funding, accountabilities, processes, roles, systems, service providers and related capabilities. Given the extensive change being undertaken and the wide range of stakeholders involved, it is critical that the cultural, behavioural, skills and communications aspects of this change are effectively managed. Working with the key project and operational managers across the organisation, the Transition Engagement and Change Specialist will review, update and maintain and implement the departmental change and communications management strategy and plans.

This position will be working with multiple teams of focused professionals by inspiring and supporting people and helping the leadership team achieve its goals and objectives. This role will be required to work across the business at all levels.

Key Responsibilities

- Develop and manage all departmental internal and external stakeholder change management activities and communications related to the transition to RACGP PLT in line with RACGP processes and procedures
- Develop and implement a structured change management methodology to the transition to RACGP Profession Led community based training (PLT)
- Lead consultation with stakeholders to understand the change and communications implications associated with the PLT Transition.
- Review, update and manage the change and communications strategy for transition to PLT, ensuring that it continues to be aligned to the evolving, overarching PLT Transition Strategy and Plans.
- Conduct change impact and readiness assessments with stakeholders and develop training and communications plans to respond to these assessments.
- Create communication and training plans in conjunction with RACGP's communication and training teams to educate the stakeholders and prepare them for change.
- Implement communication and training plans in conjunction with relevant internal stakeholders e.g. Learning and Development and Communications to ensure that appropriate communication and training is provided to the appropriate people at the right time.
- Provide change management specialist advice to department managers and supervisors as they support their staff through operational transitions and change.
- Work with key stakeholders and cross-functional teams using various tools for participation to clarify and align change management goals and accountabilities.
- Identify, capture and apply lessons learned on a regular basis throughout the transition lifecycle
- Conduct the necessary change and communications management administration, including preparing agendas and minutes, reports and papers.
- Participate in the RACGP Performance Review cycle
- Deliver agreed Work Performance Goals – to be developed in conjunction with Manager.
- 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:

- Fellowship Pathways managers and team members
- Managers and team members in other departments
- Transition Project teams

External:

- RACGP members
- Regional Training Organisations
- Department of Health
- Remote Vocational Training Scheme

Key Selection Criteria

Experience, Knowledge and Skills

Essential

- Proven experience in Change and Communications Management, including implementation of complex changes at a departmental level
- Experience in change impact analysis
- Communications planning, development and delivery
- Training planning, development and delivery
- Detailed knowledge of business environments and direct business experience, in particular an understanding of management structures, organisational dynamics, human behaviours and cultural changes in organisations
- Demonstrated strategic thinking, planning and stakeholder engagement skills
- Exceptional business and report writing skills
- Demonstrated ability to act as a change catalyst
- Understanding of how people interact with systems to conduct business processes and the associated knowledge and skills requirements.
- A track record of being able to quickly and effectively build and maintain strong working relationships with a diverse group of stakeholders
- Proven ability to delivery outcomes with Business Acumen

Highly Desirable

- Experience in an education or health-related industry.

Qualifications

Essential

- Experience in an education or health-related industry.

Desirable

- A qualification in change management

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.

Declaration

I, (insert name) acknowledge that I have read and understood the (insert position title) 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: _____