



Position description

Position title:	Education Coordinator
Date of last revision:	January 2018

1. Purpose

Reporting to the Education Coordination Team Leader, the Education Coordinator is an administrative role and a key contact person for trainees in the region. He/she must have developed the requisite knowledge of the program to support and direct trainees in their progression through the program. The Education Coordinator triages trainee enquiries and provides the necessary advice and information and/or initiates actions to be taken.

The Education Coordinator works with the Education Coordination Team Leader, and local Regional Head of Education to support the education team in reviewing, planning, implementing and monitoring policies and processes that underpin/enhance the education and training program.

The Education Coordinator will support the activities of other Coordinators as needed in their absence.

2. Essential duties and responsibilities

Essential duties and responsibilities include the following, other duties may apply:

2.1 Work with the Education Coordination Team Leader, the medical education team and other relevant staff to review, plan, implement and monitor policies and processes of the education and training program across the region

- a) ensuring process review adheres to best practice methods and maintains interface with other business requirements and systems
- b) working with administrative staff and management to ensure an appropriate interface is maintained between the education and training program and other business processes
- c) participate in presentations associated with training requirements and processes across the regions.

2.2 Registrar portfolio management

- a) managing relevant stages of registrar training such as term placement process, enrolment and selection
- b) managing the various reports associated with relevant stages of registrar training such as term placement process, enrolment and selection
- c) monitoring compliance of registrar completions
- d) providing administrative support across all aspects of the registrar's journey from selection into the program to completion of training
- e) processing the selection of registrars up to their commencement of training
- f) processing reports in relation to formative assessments, AMS report, research and other associated registrar educational activities
- g) reporting portfolio completion against registrar requirements
- h) manage the outcome of exam results
- i) processing completions of training for RACGP and ACRRM programs

- j) regularly communicating with registrars regarding relevant administrative processes

2.3 Data management

- a) work closely with the information systems team to ensure currency and accuracy of relevant data and records
 b) the ongoing maintenance and development of information systems in liaison with management.

2.4 Relationship management

- a) act as an initial point of contact and triage for trainees enquiring about or participating in administrative processes related to vocational training
 b) appropriately triage the transfer of registrars between RTPs and handle all initial enquiries
 c) work closely with the Practice Liaison and Support Officer, Regional Head of Education, and other regional Education Coordinators to manage the term allocation process including the management of registrar groupings and available placements.

3. Task specification

Task name	% Total work
Work with the, Education Coordination Team Leader the medical education team and other staff to review, plan, implement and monitor policies, and processes of the education and training program	20%
Registrar portfolio management	40%
Data management	10%
Relationship management	30%
TOTAL	100%

4. Distinguishing factors and competencies

4.1 Skills and other attributes

Area	Description	Competency level required
Skills		
Computing	High level office computing skills including MS Office applications:	
	• MS Word	Very high
	• MS Excel	Medium
	• MS Outlook	High
	• MS PowerPoint	High
	• Adobe	Medium
	• Database	High
• Web browsing	Medium	

Communication	Written and verbal communication skills	Very high
	Interpersonal skills	Very high
Customer service	External customer service skills	Very high
	Internal customer service skills	Very high
Coordination	Time management - ability to handle multiple tasks simultaneously	Very high
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	High
	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Problem solving skills	High
	Document and electronic filing systems	High
	Project management	High
Analytical	Synthesises complex or diverse information	High
Attitude and recommended characteristics		
Attitude and recommended characteristics	Propensity towards internal and external customer service	Very high
	Propensity towards being organised	Very high
	Works well in a team environment	Very high
	Propensity towards multidisciplinary task role and is flexible	Very high
	Keeps focussed and organised under 'reasonable' pressure	Very high
	Reacts well under 'reasonable' pressure	High
	Demonstrates respect for internal and external stakeholders and upholds organisational values	Very high
	Maintains professionalism and a positive and courteous manner	Very high
	Demonstrates sound work ethic	Very high
	Is reliable and dependable	Very high
	Undertakes and participates in self-development activities	High
	Exhibits an affirmative approach to the requirements of the role and organisational activity	High
	Takes pride in presentation, quality and efficiency of work	Very high
Complexity		
Complexity	Requires a high degree of customer service and organisational skills	Very high
	Performs a variety of tasks in a multidisciplinary environment	High
	Requires high level degree of judgment to perform a variety of job tasks that involve reference to multiple sets of standards and policies and confidentiality requirements	Very high
	Ability to cope with competing priorities and resources	High
Supervision		

Supervision	Requires the ability to be self-directed and work in a team setting	Very high
	Has the ability to work unsupervised	Very high
Safety		
Safety and Security	Observes safety and security procedures	Very high
	Observes the requirements under the Information Security Management System Charter and specific responsibilities	High
	Determines appropriate action when responding to safety and security matters	High

4.2 Knowledge

Requires knowledge of requirements of Australian General Practice Training, RACGP Vocational Training Standards, ACRRM Training Standards for Supervisors and Training Posts, and GP Synergy, the Department of Health and AGPT policy and procedures (will be provided as part of orientation and induction to the role).

A sound understanding and proficient knowledge of other relevant standards, legislation, policies and procedures.

The role requires the requisite knowledge of the program to support and direct trainees and supervisors in their respective roles.

4.3 Working conditions

- performing multidisciplinary job functions in a relatively stable work environment
- occasional disagreeable elements such as managing the co-ordination of competing tasks and priorities
- occasional travel including occasional overnight and afterhours duties.

4.4 Physical demands

Requires medium work demands of an office environment.

4.5 Communicates with

- Management
- Medical educators
- GP Synergy staff
- Registrars, supervisors and practice staff
- Other industry stakeholders

4.6 Scope of authority

- reports directly to the Education Coordination Team Leader under the matrix reporting structure.

5 Qualifications

5.1 Education

- Relevant qualifications in support of the role. This could be within a variety of fields including administration, management, education.

5.2 Experience

- Requires relevant and current experience in education and/or training environment

5.3 Other qualifications/licences

- unrestricted motor vehicle licence
- own car (desirable)

6 Document Information

6.1 Source documents and cross references

GP Synergy Policies, Procedures and Employment Contract

6.2 Revision history

The following table shows the changes that have been made to this document.

Reviewer	Date	Comments
	November 2010	Update
DA & SC	October 2014	Update
ND	November 2015	Review
ADMIN	July 2017	Update to Safety and Security
SC	September 2017	Update
ADMIN	January 2018	Logo and format update