

## THE ROYAL AUSTRALASIAN COLLEGE OF MEDICAL ADMINISTRATORS

### POSITION DESCRIPTION

<b>Position Title</b>	Coordinator, Education Programs
<b>Business Unit</b>	Education Programs
<b>Business Division</b>	Education, Training & Development
<b>Reporting To</b>	Manager, Education Programs
<b>Direct Reports</b>	Nil
<b>Employment Status</b>	0.6 FTE, fixed-term to 20 December 2024
<b>Date Reviewed</b>	March 2024

### 1. ROYAL AUSTRALASIAN COLLEGE OF MEDICAL ADMINISTRATORS

The Royal Australasian College of Medical Administrators (RACMA) is a specialist medical college with the objective of influencing health systems management and educating medical practitioners in the specialty of medical administration. The College has Fellows throughout Australia, New Zealand, Hong Kong and other overseas posts.

Four core values underpin all RACMA endeavours:



**Professionalism:** Demonstrating self-governance, high standards & ethical behaviour



**Integrity:** Doing the right thing in all situations



**Excellence:** Striving for outstanding achievement despite constraints



**Respect:** Acknowledging and valuing others' thoughts, opinions and feelings

### 2. BUSINESS DIVISION OVERVIEW

Contributing to the strategic goals of RACMA, the Education, Training & Development Division is responsible for the development, delivery, evaluation and assessment of all RACMA education and training programs. Programs include the Fellowship Training Program and short programs such as Leadership for Clinicians and Management for Clinicians. This Division will support and provide strategic advice to the RACMA Board, Chief Executive, key education committees including the Education and Training Committee and subcommittees. The Division will also ensure compliance with key regulatory requirements including the Australian Medical Council Accreditation Standards for Assessment and Accreditation of Specialist Medical Programs.

### **3. THE POSITION**

The primary purpose of this role is to support delivery of RACMA's Education programs for delivery across Australia and Aotearoa New Zealand including the Specialist Training Program funded program for First Nations Doctors. The position will contribute to the delivery of Education programs to ensure maximum efficiencies of available resources. The role will provide support to College Members and External Facilitators involved in the delivery of Education Programs. The role will also be responsible for managing program logistics, including venue coordination, travel arrangements for facilitators and where approved, participants.

The role involves extensive engagement with internal and external stakeholders. The coordinator will maintain information and data and deliver high-level customer service and ensure processes and policies are followed.

### **4. KEY RESPONSIBILITIES**

- Coordinate the day-to-day operations of Education Programs including applicant and participant enquiries, enrolment, invoicing, travel and accommodation arrangements, and venue coordination.
- Coordinate end-to-end event management and logistics, including registrations, confirmation of event details with venues, dietary requirements, preparing materials for workshop days e.g. sign in sheets, name badges.
- Coordinate Education Programs, ensuring efficiency, accuracy and compliance of Unit functions. Attend sessions when required.
- Monitor and report on Participant progress applying a high level of attention to detail and accuracy.
- Source venue options in collaboration with the Education Programs Manager for face to face sessions.
- Review venue contracts and prepare for authorisation by the designated RACMA Manager.
- Process invoices and expenses claims, checking against contracts, policies and approved budget.
- Engage, consult and collaborate with stakeholders including committees and staff for successful program outcomes.
- Escalate program concerns to the Manager, Education Programs as necessary.
- Other duties as required.

## 5. SELECTION CRITERIA

- Demonstrated relevant experience in an administrative role, preferably within an education or membership organisation.
- Excellent planning, organisational and time management skills with the ability to set priorities, manage tight or competing deadlines and adapt to meet changing demands.
- Excellent administrative skills incorporating attention to detail and accuracy, and the ability to collect and analyse relevant information in order to develop solution options.
- A high standard of written communication skills particularly regarding stakeholder communications and working with communication templates.
- Excellent interpersonal skills with the ability to act with diplomacy to develop and maintain productive and effective working relationships with stakeholders.
- Demonstrated ability to approach tasks with a quality improvement perspective.
- Strong initiative, adaptable and open to change with the ability to work effectively independently as well as part of a team. Ability to seek clarity and escalate issues when necessary.
- High level computer literacy, including Microsoft Office, Zoom meetings, member databases and learning management systems (e.g. Canvas).

## 6. ORGANISATIONAL RELATIONSHIPS

Internal Liaison	Education Programs Team Members RACMA Members RACMA Management and staff Education Programs Lead Fellow Education Programs Participants
Committee Liaison	Education and Training Committee
External Liaison	External Stakeholders and service providers Venue staff

## 7. OTHER

This position involves work outside of normal business hours (including weekends) and may involve travel within Australia and to Aotearoa New Zealand.