

Position Description

Member Support Officer, Regions

Member Engagement & Support Department | Regions | Clerks – Private Sector Award 2010:
Level 4

ABOUT THE RACP	The Royal Australasian College of Physicians ('RACP') connects, represents, and trains specialists from a number of specialities across Australia and Aotearoa New Zealand. The RACP provides services to support the delivery of training, continuing professional development, and health policy and advocacy to medical health professionals.
POSITION PURPOSE	Member Engagement & Support has a strong outward, member facing focus with the primary aim of enhancing the membership experience. The Member Support Officer (MSO) sits within the Regions team and is responsible for providing practical, on the ground, member services across Australia and Aotearoa New Zealand including (but not limited to); training and advice on the RACP education programs, Continuing Professional Development (CPD) program and Supervisor Professional Development Program (SPDP); coordination and logistical assistance for local meetings and events; and general member support functions.
KEY ACCOUNTABILITIES	- Provide advice and support to Fellows, supervisors, Directors of Physician Education and trainees on the RACP education programs - Promulgate and support Fellow engagement in the Colleges CPD programme - Provide coordination and logistical support for the College's SPDP program - Be the link between local supervisors, the State Committee, Education Services and Professional Practice - Prepare, coordinate and facilitate new Curriculum, Training Management Platform (TMP) or Physician Readiness for Expert Practice (PREP) training activities including workshops and TMP/PREP information sessions for members - Support the key state office activities and events for members; e.g. Advanced and Basic Trainee Forums - Support the deployment of Member Services initiatives among local members - Act as an on-going communication channel between Member Engagement & Support and local membership - Secretariat to the State Trainees' Committee - Other tasks as required by the Senior Executive Officer according to current priorities for the membership and Member Engagement & Support department
COMPLEXITIES	- Influencing stakeholders - Delivering service without direct budget - Frequent travel - Flexibility required with working hours
ROLE DIMENSIONS	Reporting Line: Senior Executive Officer Direct Reports: N/A Team Reports: N/A

COMPETENCIES	- Action Oriented : Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm - Collaborates: Building partnerships and working collaboratively with others to meet shared objectives - Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences - Manages Complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems. - Interpersonal Savvy: Relating openly and comfortably with diverse groups of people - Optimizes Work Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement - Ensures Accountability: Holding self and others accountable to meet commitments - Plans and Aligns: Planning and prioritising work to meet commitments aligned with organisational goals - Balances Stakeholders: Anticipating and balancing the needs to multiple stakeholders - Instils Trust: Gaining the confidence and trust of others through honest, integrity, and authenticity - Demonstrates self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses - Customer Focus: Building strong customer relationships and delivering customer-centric solutions
EXPERIENCE	Essential - Relevant qualifications or equivalent experience in a member services organisation - Current drivers licence and own car - Effective written and oral communication skills - Experience providing high level member services and support - Ability to facilitate training workshops - Demonstrated ability to work collaboratively with members from different parts of an organisation/service or business - A commitment to professional customer / member service - Ability to prioritise and manage deadlines - Recognition of requirements for confidentiality - Demonstrated high level skills in managing stakeholder expectations in a complex environment - IT Capabilities: Microsoft Office Suite, SharePoint and video conferencing platforms Desired - Experience in organising meetings and supporting committees - Experience working in a health organisation

We are
Accountable

We act with integrity, taking responsibility for actions and outcomes.

We
Collaborate

We share information, foster participation, and build relationships for common goals.

We
Indigenise and Decolonise

We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.

We
Lead the way

We reflect, adapt and learn in delivering best practice.

We are
Respectful

We recognise our rich diversity and value each other's needs and contributions.

