

Position Description

Program Development Officer, MEDLearn

Professional Practice | Award: Education Services (Post-Secondary Education) | Award Level: 5

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	The Professional Practice (PP) team at the Royal Australasian College of Physicians (RACP) supports physicians by managing continuing professional development (CPD) programs, providing guidance on clinical and ethical standards, and offering resources for career advancement. They create educational materials, such as courses and workshops, to help physicians maintain high-quality practice, while also advocating for their professional interests within the healthcare system. The focus is to support physicians throughout their careers, ensuring they have access to the resources and standards necessary for high-quality medical care. To enable this, PP works in close collaboration with other divisions, external committees and partners, such as the AMC and MCNZ. Professional Practice runs a number of products and smaller programs that need strategic oversight, management and continuous improvement. MEDLearn is the name of this program group is manages niche products such as CLS, Pomegranate Health, Medflix, etc. This category will change in its constituent products, as needs change in the market and special programs and developed around specific needs. The primary purpose of this position is to support the development and delivery of high-quality, highly-valued and utilised online learning resources aimed at supporting RACP members' professionalism and life-long learning. Working accross the various products and programs within MEDLearn to ensure consistent quality of content is developed.
KEY ACCOUNTABILITIES	- Develop high quality educational content for online learning resources, products and initiatives - Operational planning and management of online learning resources including evaluation and continuous improvement. - Leading the consultation process for content development engaging in design thinking methodologies - Conduct research, industry scans and literature reviews to inform content creation - Prototyping or validating resources with members - Manage the content production process and timeline to meet delivery targets, ensuring other key internal stakeholders are informed and consulted where necessary

	- Utilize the most effective format for content for example webinars, or workshops - Utilising data to inform resource development, evaluation and improvements. Ensure resources are targeted and will be useful for target member segments adjusting plans as required. Work with committees, working groups, members and subject matter experts to review, provide feedback, test and validate resources in development - Provide guidance and support to team members, and assist with developing content, providing solutions and reviewing the work - Participate, contribute and collaborate on other Professional Practice projects and ones in other departments - Attend stakeholder and Committee meetings representing the team as required, presenting updates on resources - Report on project progress, outcomes and impacts, evaluating the success of delivered resources - Regularly reflect on the team's processes and resource offerings to suggest continuous and strategic improvements - Provide support, advice, training and mentoring to staff to enhance their skills in administration, education and program development. - Liaise with the team and other departments to support the research, development and implementation of new educational projects as required - Prepare reports and recommendations for the Program Lead, PP Portfolio Manager, EGM, Dean, College Committees and other senior College leaders - Understand member engagement and program data to inform performance tracking and continuous improvement - Establish and manage projects and initiatives for the review and continuous improvement of the program to identify opportunities
COMPLEXITIES	- Complex and changing stakeholder requirements - Capability building in the program team - The tension between organisational and member requirements - Managing resources effectively to prioritise program development - The challenge of managing multiple cohorts of high volume online social courses and communities of practice - Complex logistics and a diverse range of participants, with variable levels of facilitation support.
ROLE DIMENSIONS	Reporting Line: Program Lead, MEDLearn Direct Reports: 0 Team Reports: 0
COMPETENCIES	- Ensures Accountability: Holding self and others accountable to meet commitments - Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm - Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear - 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. - Customer Focus: Building strong customer relationships and delivering customer-centric solutions - Directs Work: Providing direction, delegating, and removing obstacles to get work done - Interpersonal Savvy: Relating openly and comfortably with diverse groups of people - Plans and Aligns: Planning and prioritising work to meet commitments aligned with organisational goals - Being Resilient: Rebounding from setbacks and adversity when facing difficult situations - Instils Trust: Gaining the confidence and trust of others through honest, integrity, and authenticity - Optimizes Work Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
EXPERIENCE	Essential - Tertiary qualifications in education or a related field - Education design and development experience - Demonstrated capacity to quickly understand and operate in a complex environment - Commitment to delivering high quality outcomes - Capability to take initiative and implement process change - Ability to provide robust advice to senior internal and external stakeholders based on information gathering, analysis and sound reasoning skills - Assessment of applications in regulatory or rules- based assessment setting - Excellent written and communication skills - Strong relationship-building skills - Ability to represent the Team at meetings and in communications as required and appropriate. - Understanding of the role of the Medical Board of Australia in regulating health professionals Desired - Experience in workshop design and facilitation - An understanding of the issues facing Australian and New Zealand medical practitioners, the medical regulatory environment, medical education and training - Experience in workshop facilitation

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.

