



Position Title	Case Officer
Employment Type	Permanent, 37.5 hrs per week
Unit	Overseas Trained Physicians (OTP)
Location	Sydney
Award	Education Post-Secondary Award
Award Level	Level 3
Date	September 2015
Reviewed by	Senior Executive Officer, OTP

The Royal Australasian College of Physicians

The Royal Australasian College of Physicians (RACP) is a diverse and energetic organisation that provides services to support the delivery of training, continuing professional development, and health policy and advocacy on behalf of more than 14,500 Fellows and 6000 Trainees, across Australia and New Zealand.

The RACP is responsible for the training and assessment of doctors who have completed their medical degree and hospital internship, and wish to practice as physicians or pediatricians in a certain field of medicine. The RACP offers 60 training pathways, which lead to the award of one of seven qualifications and allow for registration in 34 fields of specialty practice with the Medical Board of Australia, or nine vocational scopes of practice with the Medical Council of New Zealand.

The RACP is an equal opportunity employer. All staff are expected to observe the RACP's policies about the prevention of discrimination and harassment, workplace safety and other matters included in the document called 'Working Together'.

Position Context

The Overseas Trained Physicians (OTP) Unit manages the assessment of specialist international medical graduates (SIMGs) who are applying for specialist registration to work in Australia and provides administrative and policy support to the College committees responsible for undertaking the assessments. The unit also manages applications from international medical graduates who are seeking short term specialist training positions in Australia. The unit deals with highly confidential and sensitive issues and materials.

Position Purpose

The primary purpose of the role is to facilitate the effective case management, administration and continuous improvement of procedures and processes to support specialist assessment of SIMGs and consistency of approach to assessment and decision making.

Position responsibilities

- Administration and case management of OTP applications and assessments, including interviews, communications with employers and regulators, monitoring of OTP training and supervised practice, and reconsideration and review of assessment decisions.
- Facilitate and progress data collection/management and reporting including updating databases and spreadsheets with information on OTP applicants to ensure transparency of the unit's operations and to identify opportunities for improvement.
- Provide secretariat support to OTP Committees including coordinating OTP committee agendas, minutes and papers providing draft papers and briefings for the Senior Case Officer and Senior Executive Officer as required.



- Communicate effectively with OTP applicants including clear advice on compliance with relevant policy, procedure and processes for OTP assessment.
- Develop effective working relationships with internal and external stakeholders
- Respond to a range of internal and external enquiries, included escalated correspondence, feedback and complaints.
- Contribute to projects and initiatives for the review and continuous improvement of OTP assessment procedures and processes, documentation and communication, including the RACP website.

Competencies required for success

- Communicates Effectively
- Manages Complexity
- Customer Focus
- Interpersonal Savvy
- Persuades
- Situational Adaptability
- Instils trust

Reporting Relationships

Reports to: Senior Executive Officer, OTP

No of direct reports: 0

No of reports: 0

Key Stakeholders

- RACP internal stakeholders
- OTP Case Officers and SEO
- OTP applicants
- OTP Committees
- Australian Medical Council (AMC)
- AHPRA (Australian Health Practitioner Regulation Authority)

Extent of Authority

- Has authority to give advice on administrative requirements of the OTP assessment process and to propose key initiatives in support of consistent policy and procedures and continuous improvement.



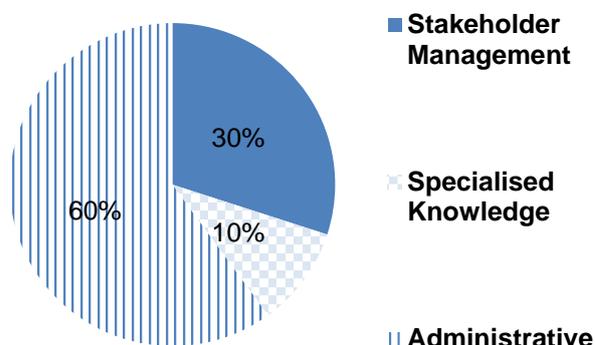
What Makes the Role Complex

The position is required to build effective communication strategies with a variety of stakeholders and colleagues to ensure that information exchanges are timely, accurate and useful.

The incumbent needs to manage conflicting priorities, understand and implement complex administrative processes, and provide briefings and advice on difficult and complex cases.

The incumbent also needs to be able to navigate complex data systems and regulatory reporting.

Distribution of Work



Essential Attributes

- Excellent interpersonal skills including the ability to interact with difficult customers and balance stakeholder needs with commitment to high standards of professional client service.
- Excellent verbal and written communication skills
- Previous experience in case management and/or project management role.
- Strong administrative, organisational and multi-tasking skills with excellent ability to prioritise a range of different activities.
- Strong problem-solving, analytical and evaluation skills.
- Excellent computer skills including email and database applications and the use of MS Office.
- Ability to manage complex data systems and reporting.
- Attention to detail with demonstrated ability to work accurately, under pressure and to deadlines with sensitive information, maintaining strict standards of confidentiality.
- Strong team working and collaborative skills with awareness of when to seek advice.
- Certificate IV or Diploma of Business Administration or demonstrated equivalent experience, knowledge and skills.

Desirable Attributes

- Experience and/or knowledge of international assessment processes and qualifications, especially physicians or other medical professionals.
- Relevant experience in an education or health environment.
- Understanding of work-based assessment, peer review processes and the Australian medical system.

Would suit somebody who.....

- Enjoys coordinating and progressing complex administrative procedures and processes.
- Likes problem-solving and the analysis of different processes.
- Has good attention to detail.
- Enjoys implementing quality assurance and process improvement initiatives.
- Has excellent interpersonal skills and can communicate at all levels.



The Royal Australasian
College of Physicians