

This Position Description outlines the purpose, key responsibilities, measures of success, values and professional skills required for success in the role. It defines what “great” looks like and provides focus for recruitment, development, career planning, performance management and remuneration initiatives.

Position Title:	Training Program Advisor	Current as of:	October 2023
Level:	Level 4 (Administration Advanced)	Direct Reports:	N/A
Reports To:	Training Network Coordinator (State or Territory)	Location & Other Requirements:	Flexible location
Key Relationships:	Regional and National Training Support Team, Registrars, Training posts Members, Internal and External Stakeholders, Practice Manager Liaison Officer, Registrar Liaison Officer, Supervisor Liaison Officer for allocated program training region		
Role Purpose:	<p>As the Training Program Advisor, you are responsible for the case management of registrars and their training posts through all aspects of their training and through the provision of advice and guidance through accreditation and in-practice delivery of training and supervision.</p> <p>This includes ensuring that you are a point of contact for Fellowship progression for registrars and providing training support to practice managers and supervisors including but not limited to the provision of appropriate referral, training resources, accreditation and placement support and information in alignment with the Australian College of Rural and Remote Medicine’s broader strategic objectives.</p> <p>Your core and role specific areas of responsibility are listed below:</p>		
Core Areas of Responsibility:	<ul style="list-style-type: none"> • Stakeholder Engagement • Continuous Improvement • Member/Customer Service 	Role Specific Areas of Responsibility:	<ul style="list-style-type: none"> • Training Program Delivery • Training Management and Support • Collaboration and Representation
Qualifications/ Skills/ Experience	<p>Highly Desirable:</p> <ul style="list-style-type: none"> • Experience in providing support, case management and referral services • Stakeholder engagement and management • Information management • Case management experience • Understanding of general practice requirements • Understanding of ACRRM training requirements 		

Key Area of Responsibility	Measures of Success
<p>Training Program Delivery</p> <ul style="list-style-type: none"> • Demonstrate leadership and provide coordination across the region to ensure cohesive and responsive service is experienced by the registrars, supervisors and training posts at all times • Work collaboratively with all members of the team to provide an effective and coordinated service for registrars, supervisors, and training posts • Develop relationships with registrars, supervisors and training post staff as a dedicated case manager, advisor and support service • Identify gaps in policies and processes for ongoing quality and service improvement • Develop and maintain understanding of state stakeholders ie RGCU, RWA and GPWPP • Develop knowledge of the National Terms and Conditions for the Employment of GP Registrars (NTCER) to ensure appropriate referrals are provided to RLOs and GPRA • Provide training and support to registrars, supervisors, and training facilities to ensure are meeting program requirements as specified in the ACRRM Standards, Policies and Guidelines • Ensure registrars, supervisors and practice managers understand the education program requirements and provide support as needed • Provide input into the planning process for the region to determine placement capacity measures • Consult with TNC, RDoT and accreditation team to plan and schedule practice visits <p>Training Management and Support</p> <ul style="list-style-type: none"> • Ensure training documentation and data is updated and accurate to <ul style="list-style-type: none"> • record navigation of every registrars' career throughout their training time • produce timely and accurate progress records and complete • provide regular reporting of registrar progression and outcomes • ensure reporting is complete and accurate • provide efficient management of the preparation of completion of training reports for Fellowship • Monitor and coordinate the training progress of RG registrars • Administer registrar training activities including participation in core training events such as orientation, workshops, and regional education. • Develop and maintain knowledge and understanding of all ACRRM Training policies, standards and guidelines • Scheduled regular (min 1 per semester) training advisor meetings with each RG registrars and Medical Educators • Work with the ME and RDOTs to coordinate and manage registrar placement activity in line with training needs and priorities. • Monitor the performance of registrars, supervisors and training post for early identification of poor performance and risk and escalated through the appropriate channels for advice and or support • Conduct systematic audits to ensure each registrar has a current training plan and is progressing through training • Promote and support registrar wellbeing through appropriate advocacy, communication, identification of available resources, and facilitation of access. 	<p>Program staff and MEs work well together to deliver a quality service</p> <p>There is a well-functioning coordinated approach across all regions</p> <p>All registrars, supervisors and training post staff are clear of key ACRRM contact</p> <p>Enhanced knowledge and confidence in ACRRMs Fellowship pathways</p> <p>Facilities and registrars receive proactive, accurate, timely advice and information</p> <p>Training facilities are aware of and are operating within program guidelines</p> <p>All registrar training activity is on track to Fellowship</p> <p>Training meetings are highly valued by the program participants</p> <p>Training facilities are aware of and are operating within program guidelines</p> <p>Participant feedback confirms a high level of satisfaction with ACRRM training</p> <p>Accurate data maintained and issues reported</p> <p>Registrars and training posts in difficulty and grievances are coordinated and documented before escalating</p> <p>Registrars and training posts demonstrate a high level of confidence and trust in the training program support</p>

<p>Collaboration and Representation</p> <ul style="list-style-type: none"> • Consult with central office to ensure updated knowledge of training processes and standard operating procedures and provide input to ensure these up to date and responsive to local need • Liaise with relevant organisations on behalf of ACRRM as it relates to the relevant area of responsibility • Support external events and activities to attract more junior doctors to the RG training program • In consultation with Regional and central operations support the coordination and logistics of fellowship education and networking activities, including orientation and cultural education as required 	<p>Processes are maintained reviewed and implemented in accordance with college policy</p> <p>Program delivery is effectively planned, coordinated, and delivered on time in line with ACRRM process and policy</p> <p>Increase engagement in key activities Enhanced knowledge and confidence in ACRRMs Fellowship pathways</p> <p>Education and training opportunities for ACRRM registrars and supervisors are effectively planned, coordinated, and delivered on time</p>
<p>Stakeholder Engagement and Management</p> <ul style="list-style-type: none"> • Builds and sustains positive relationships with team members and key external stakeholders. • Communicates and liaises with a range of stakeholders to ensure business objective of ACRRM are effective • Manages stakeholder relationships to ensure they are engaged, have a voice and their needs are understood and acted upon where possible • Responds to conflicts of interest and expectations and escalates where needed 	<ul style="list-style-type: none"> • Quality (feedback and data) • Client and key stakeholder retention • Ongoing relationships maintained
<p>Continuous Improvement</p> <ul style="list-style-type: none"> • Contributes to opportunities for work to continuously be improved such as processes, outcomes and experiences for our members, customers and key stakeholders • Contributes own knowledge and expertise to achieve and taking part in learning opportunities to improve current skill set • Seeks out and listens to feedback, share ideas and encourages team members and peers to constantly look for more efficient and effective ways of working • Follows and improves upon Quality Assurance procedures and processes in all aspects of work 	<ul style="list-style-type: none"> • Engaged in learning and development as per individual development plan • Continuous Improvement demonstrated through sharing of knowledge/ideas and process improvement • Quality Assurance maintained and applied • Responds in a positive and flexible manner to change and uncertainty.
<p>Member Service/Customer Service</p> <ul style="list-style-type: none"> • Manages enquiries to ensure member/non-member needs are met • Responds with some direction to changes in client needs and expectations. • Proactively calls members to ensure satisfaction • Ensures answering of phone and email enquiries is done in a friendly and professional manner to present a positive image to customers • Contributes and participates in initiatives to improve the team's understanding and support of customer needs • Through effective conversations, develops relationships and understands the needs of customers 	<ul style="list-style-type: none"> • Accuracy, completeness and relevance of database records, including complaints • Daily operation tasks are delivered accurately and on time • Member and customer feedback • Customer needs understood and customer expectations managed

ACRRM VALUES
VALUE
WHAT THIS MEANS FOR THE ROLE
We are visionary

We are optimists who believe we can make a positive difference for our members and to the lives and health of rural and remote people. We are innovative, imaginative and determined.

We are inclusive

We are an open and welcoming group of diverse individuals, unified by a common purpose. We respect, inspire and support each other.

We are courageous

We are prepared to speak out, challenge the status quo and embrace change. We are champions, supporters and guardians.

We are experts

We are specialists in our field. We work with skill, dedication and care. We take pride in our achievements.

LEADERSHIP BEHAVIOURS
BEHAVIOURS
WHAT THIS MEANS FOR THE ROLE
Presence

- Ability to remain calm under pressure
- Is respectful, empathetic and friendly
- Demonstrate a service orientated approach

Manage Work

- Ability to self-motivate, look ahead and be proactive in driving work outcomes
- Work in a manner that is goal orientated
- Ability to solve problems

Quality Work

- Ensure work is accurate and maintain attention to detail
- Commits to achieving quality outcomes and adheres defined systems and process
- Manage work within required timeframes

Dependable

- Demonstrate dependability by following work through to completion
- Be consistent in quality of work
- Ensure work is completed in a planned and efficient manner

Communication

- Ability to communicate with internal and external stakeholders
- Communication is honest, transparent, and open
- Demonstrate confidence in communication

Attitude

- Work with a positive attitude
- Focus on building positive relationships with internal and external stakeholders
- Maintain an optimistic outlook

Expertise

- Ensure continual learning
- Maintain and develop technical competency
- Engage in self-directed learning and development