

## POSITION DESCRIPTION

<b>POSITION:</b>	Administrator GP Programs
<b>AREA:</b>	Healthcare Access/ Service Delivery
<b>REPORTS TO:</b>	Team Leader GP Programs
<b>DIRECT REPORTS:</b>	N/A
<b>CLASSIFICATION:</b>	Level 2

### Who We Are

Since its inception in 1997, the Rural Workforce Agency Victoria (RWAV) has become a significant and successful non-profit organisation based in Victoria, Australia.

RWAV improves access to quality primary care health services and other health services for rural, regional and First Nations communities across Victoria. We improve health outcomes through effective and customised health workforce solutions that are informed through partnerships, workforce and population health data, and collaboration with communities.

### Our Purpose

Providing effective and customised health workforce solutions for rural and First Nations communities in Victoria.

### Our Vision

All Victorian communities to be supported with equitable access to a high-quality health workforce that promotes positive health outcomes.

### What We Do

RWAV provides sustainable health workforce solutions for Victorian rural, regional and First Nations communities to enable equitable access to primary health care. We do this by:

- Providing health workforce recruitment, locum services, outreach and grant programs.
- Influencing key decision-makers through our health workforce data, research and analysis expertise.
- Collaborating to support a well-distributed, high-quality health workforce throughout Victoria.

### Our Values

<b>Respect</b>	We treat everyone with dignity, recognising the value and diversity of our communities. We listen to everyone and respect their views and contributions.
<b>Accountability</b>	We are transparent and accountable to those we work with concerning our services and their delivery.
<b>Collaboration</b>	We work as a team with our community by building strong relationships. We embrace opportunities to collaborate and partner with communities and organisations to help us achieve our goals.
<b>Innovation</b>	We embrace change and constantly seek new ways to achieve our goals.
<b>Resilience</b>	We respond to challenges willingly, with a holistic approach and unwavering resolve.

## THE ROLE

As of the Administrator in the GP Programs team at RWAV, you play a pivotal role in advancing healthcare access in rural areas through strategic recruitment of doctors. In your capacity, you are entrusted with coordinating and administering the activities within RWAV's GP Programs team. This team oversees 3 crucial programs for doctors who are looking for work in rural and regional Victoria the programs you are responsible for are:

- More Doctors for Rural Australia Program (MDRAP)
- 5 Year International Medical Graduate Recruitment Scheme (the Scheme)
- The Pre-Fellowship Program (PFP)

Your primary responsibilities include acting as the first point of contact for all enquiries, screening and managing applications for the programs above against suitability and eligibility requirements and ensuring accuracy of all applicant's documentation.

## KEY RESPONSIBILITIES

1. Act as first point of contact for all enquiries with a focus of outstanding customer service
2. Provide administration support in accordance with RWAV's agreed procedures, protocols and time-frames
3. Drive continuous quality improvement initiatives within RWAV's GP Programs team
4. Assist with the monitoring and collection of data for the purposes of preparing contractual reporting and external presentations
5. Coordinate internal and external stakeholder meetings and provide minute taking support
6. Maintain and update RWAV's databases, ensuring 100% of correspondence and information is accurately saved
7. Promote RWAV's GP Programs and contribute to marketing campaigns targeting eligible applicants.
8. Liaise with health professionals, healthcare providers, and government bodies to promote RWAV activities.
9. Undertake other duties as directed by the Team Leader GP Programs in alignment with RWAV's priorities.

The roles and responsibilities will be reviewed periodically to ensure alignment with RWAV strategic priorities and contractual requirements.

## SELECTION CRITERIA

- Possession of the relevant tertiary qualification and/or relevant experience
- Proven experience and success in providing a wide range of administration support including the capacity to set goals, develop and manage processes and think strategically.
- Demonstrated customer service and client relationship management experience.
- Exceptional planning and organisational skills, with demonstrated ability to set priorities and meet deadlines
- Ability to work independently, show initiative and work productively as part of a team.
- Highly developed interpersonal and verbal communication skills.
- Well-developed written communication skills, including report writing.
- High level computing skills including a sound knowledge and experience using a CRM and Microsoft office suite.

- Willingness to contribute to a positive workplace culture.
- Current driver’s license and willingness to travel to rural and regional areas

**DESIRABLE:**

- Understanding of primary health service delivery in rural Victoria

Note: The roles and responsibilities will be periodically reviewed to ensure alignment with RWAV’s strategic priorities and contractual requirements.

<b>REVIEWED:</b>	May 2024
<b>CONDUCTED BY:</b>	General Manager, People and Culture
<b>APPROVED BY:</b>	General Manager, Service Delivery
<b>NEXT REVIEW:</b>	May 2025

As occupant of the position I have noted the role and primary responsibilities as detailed in this document.

Employees Signature: -----

Manager’s Signature: -----

Date: -----