Title: Education Quality Manager
Reports to: Director of Medical Education and Training
Location: Bendigo or Parkville or Warrnambool or Wodonga
Time Fraction: 1.0

Our vision:
Enhancing community health and wellbeing through leadership in general practice education, training, research and workforce development.

Our mission:
Murray City Country Coast GP Training will:
- provide high quality education and training programs for GP registrars, junior doctors interested in careers as GPs and, where relevant, other general practice professionals;
- partner with general practices to support integration of education, training, research and clinical governance as core elements of quality general practice;
- partner with universities, Primary Health Networks, hospitals and communities to plan for sustainable general practice workforces in our region.

Position Overview:
The Regional Training Organisation (RTO) region known as Murray City Country Coast (MCCC) GP Training covers a region that encompasses North Western and North Eastern Victoria, the greater Albury region into Southern New South Wales, central Victoria, South Western Victoria and the North Western metropolitan Melbourne area which covers approximately 40% of the population base of Melbourne. The primary responsibility of this organisation is delivery of the Australian General Practice Training (AGPT) program and other related education and training programs.

This position is responsible for planning and maintaining work systems, procedures and policies that enable and encourage the optimum performance of the people and other resources within the Team.
Key Responsibilities:

Responsibilities may include any or all of the following:

The Education Quality Manager works with MCCC staff to ensure that the training program meets established quality standards, including standards set by the Australian College of Rural and Remote Medicine (ACRRM), the Royal Australian College of General Practitioners (RACGP), the Department of Health and MCCC.

Additionally, the Education Quality Manager works collaboratively with MCCC staff to promote, design and implement improvements and innovations across the organisation and its programs and activities.

In order to achieve defined outcomes, the Education Quality Manager engenders commitment, encourages cultural change, develops and disseminates information and provides support for process improvements.

Key responsibilities
1. Supports the accomplishment of MCCC’s strategic plan to influence significant improvements in organisational performance.
2. Manage MCCC’s organisation-wide quality assurance program with a particular emphasis on the education program.
3. Develop quality assurance policies and procedures and contribute to the development of policies and procedures in respect to the training program.
4. Participate as a member of the Senior Medical Education Team and work with members of that team to ensure the quality of the training program.
5. Develop, implement, and review an annual quality plan.
6. Collect and analyse evaluation data and provide reports to communicate outcomes of quality activities, including the identification of areas for improvement.
7. Act as a catalyst for change and improvement in the quality of the training program, providing advice, support, and guidance to MCCC staff.
8. Monitor corrective actions arising from quality assurance activities.
9. Identify training needs and work with the Director Medical Education & Training, Training Operations management and other senior staff to plan interventions to improve the delivery and administration of the training program.
10. Build a communication process that facilitates the participation of all MCCC employees in the achievement of goals in relation to the quality of the training program.
11. Lead MCCC’s accreditation, review, monitoring, evaluation and reporting processes in relation to the Bi-College Regional Training Provider Accreditation program to assure ongoing compliance with the Colleges’ standards.
12. Contribute to the direction and strategy of MCCC’s training program
13. Attend relevant meetings as required.

Education Quality Manager
Selection Criteria

**Essential**

1. Experience in quality improvement activity.
2. Experience in the education field, preferably post graduate education.
3. Excellent communication (written and verbal), presentation and interpersonal skills, including the capacity to liaise with individuals at all levels in a professional, confident, engaging, responsive and timely manner.
4. Excellent grammar and strong process improvement skills.
5. Proven project management, problem solving and analytical skills.
6. Computer literacy and prior experience using a range of software.
7. Proven experience in managing a high performing team.
8. Self-motivated, enthusiastic and committed to achieving results in a flexible, small team environment.
9. High level of attention to detail and ability to lead, manage, motivate and organise people and processes.

**Desirable**

- Postgraduate or higher degree qualifications in education.
- Knowledge of general practice/ Australian primary health care system

Organisational Relationships:

- Reports to the Director of Medical Education and Training
- Work collaboratively with the Executive and other senior staff, the Senior Medical Educators and other Medical Educators across MCCC
- Regular liaison with key partners including Staff, Registrars and Supervisors
- Liaises with stakeholders from various health and education organisations, including but not limited to the bi-college accreditation team, RACGP and ACRRM.

Workplace Health & Safety:

Ensure that work and services are provided in a safe manner at all times by regularly reviewing practices and environment, being familiar with OH&S legislation and by participating in OH&S training or drills where required.

Continuous Quality Improvement:

Identify continuous quality improvement opportunities; participate in the development of quality procedures and processes and contribute to internal and external continuous improvement activities as required.

Performance Management Framework:

Actively participate in supervision and an annual performance review.