



Position Title	Lead, Continuing Professional Development
Department	Membership and Corporate Services
Capability Framework Level	Level 2 - Inspiring
Date Reviewed	September 2025

Incumbent Name	VACANT
Signature	

College Overview

The Australasian College for Emergency Medicine (ACEM) is a not-for-profit organisation responsible for the training, assessment and continuing professional development of emergency physicians as well as the advancement of professional standards in emergency medicine in Australia and Aotearoa New Zealand.

Our vision is to be the trusted authority for ensuring clinical professional and training standards in the provision of quality, patient-focused emergency care.

Our mission is to promote excellence in the delivery of quality emergency care to all our communities through our committed and expert members.

The ACEM Core Values which employees and members hold themselves and others accountable are:

- Equity
- Respect
- Integrity
- Collaboration

Department Overview

The Department of Membership and Corporate Services supports the College in delivering strategic priorities across member engagement, corporate operations, business improvement and service delivery. The Department achieves this by enabling coordinated execution of initiatives and services that enhance member value and experience, support continuous improvement, and strengthen College operations and infrastructure.

The Department comprises the areas of:

- People, Culture and Experience

- Membership Support and Experience
- Communications and Brand Strategy
- Technology and Business Services
- Projects and Business Improvement
- Conferences and Events

These Units and Divisions work collaboratively to develop and deliver services, programs and digital innovations that promote a sustainable and engaging member journey, while also ensuring the College operates effectively and efficiently.

Position Purpose

The Lead, Continuing Professional Development role is responsible for delivery, administration, and continuous improvement of the College's Continuing Professional Development (CPD) Program.

Key functions include:

- Ensuring the CPD Program meets regulatory standards, through ongoing supervision of the CPD Unit and coordination of the annual audit process.
- Collaborating with internal teams, College committees, and external stakeholders to ensure the program remains relevant, high-quality, and responsive to participants' evolving professional development needs.
- Engaging strategically with program participants, individually or collectively, to drive participation, support compliance and promote long-term retention.
- Providing support and guidance to other CPD Unit staff to maintain efficient operations, high-quality service delivery, and long-term program sustainability.

Key Responsibilities

The key responsibilities of the role shall include, but not be limited to:

Supporting CPD participants

- Support the enrolment and monitoring of CPD participants to meet compliance requirements.
- Participate in CPD activity recording and reporting with accuracy and timeliness.
- Provide tailored guidance and support to CPD participants, enabling them to meet program requirements.
- Develop and implement the communication plan for CPD participants to drive engagement compliance.
- Lead the development of support materials to enhance participant use the CPD platform, including user guides, manuals and checklists.

Supporting other College entities and departments

- Prepare discussion papers and reports on CPD-related matters to inform and support relevant College entities, such as the CPD Committee, Council of Education and Board of Governance, among others.
- Lead the development of CPD policies, processes and documentation in collaboration with the relevant senior and executive College staff and entities.

Improving the CPD Program

- Manage and lead the work with the internal Education Compliance & Policy teams to keep our CPD program aligned with standards set by the Australian Medical Board (MBA), Australian Medical Council (AMC) and the Medical Council of New Zealand (MCNZ).
- Lead and Partner with units across the College to continuously improve and differentiate our CPD program, ensuring it meets the needs of current participants and attracts new participants.

- Collect and analyse participant feedback to improve the quality of the CPD program.
- Serve as the primary liaison with technical teams to ensure the CPD platform meets program needs and supports continuous improvement.

Promoting the CPD Program

- Promote CPD programs to current and prospective participants, as well as staff, through both in-person and online channels, including presentations at workshops and conferences, one-on-one engagement at exhibition booths, staff training sessions and webinars.

Auditing

- Implement and maintain robust record-keeping practices throughout the year.
- Coordinate the processes relating to year/cycle end and annual CPD records audit.

Team development and cross-skilling

- Provide mentoring, guidance, and delegation to CPD unit staff to support their development and growth in strategic areas.
- Identify and support opportunities for CPD unit staff to co-develop and co-deliver presentations, promotional activities, and system/process improvements.
- Develop and maintain comprehensive documentation and training materials to ensure continuity of key CPD responsibilities, including CPD platform use, compliance processes, and communication strategies.
- Supports the Manager, Member Support in maintaining operational readiness of the CPD unit, ensuring appropriate workload distribution, especially during peak periods such as the audit cycle.
- Other responsibilities as delegated by Management within the scope of this position.

Key Skills, Qualifications and Attributes

Essential

- Tertiary qualification in business administration, education, public health, related field or relevant work experience
- Demonstrated experience leading participant engagement and ensuring long-term compliance in CPD or another similar program.
- Exceptional interpersonal skills, with a proven ability to engage and support participants, committees, internal teams and external stakeholders.
- Strong organisational skills with meticulous attention to detail in a regulatory and compliance environment.
- A highly collaborative and proactive mindset, committed to knowledge sharing, supporting colleagues and consistent service delivery.
- Advanced written and verbal communication skills, including the ability to prepare high quality reports and deliver compelling presentations.
- Demonstrated commitment to the principles of equal opportunity, workplace diversity and industrial democracy.

Desirable

- Experience in medical colleges, regulated professional bodies or membership organisation.

Key Capabilities

ACEM has a Capability Framework that describes the technical and non-technical capabilities expected to be executed. For the role of Lead, Continuing Professional Development, the key capabilities include:

Effective communication:

- Able to communicate clearly and effectively in different forums and with a range of stakeholders and colleagues.
- Drafts and self-reviews complex/detailed correspondence and content.
- Identifies and understands intended audiences.
- Identifies most appropriate and effective method of communication (e.g. presentations, emails/newsletters, social channels) based on message and audience.
- Provides opportunities for collaboration to ensure decision making, communication and messaging incorporates diverse views and perspectives.

Stakeholder engagement and management:

- Builds and maintains positive relationships with internal/external stakeholders.
- Takes responsibility for overseeing and resolving complex queries from internal/external stakeholders.
- Provides regular status updates to internal/external stakeholders.
- Follows up with internal/external stakeholders to ensure issues are resolved.
- Proactively shares information gained from stakeholder engagement to help resolve issues and improve internal processes.

Decision making:

- Able to identify a task/issue and break down into decisions needing to be made.
- Able to identify what additional information is needed and how to source that information.
- Able to research alternative options; explores and analyses benefits and implications.
- Makes recommendations where there are multiple options to consider.

Problem solving and advising:

- Able to proactively and independently solve low to medium-risk problems.
- Able to apply previous learnings when faced with new situations.
- Seeks opinion/guidance from others for more difficult problems.
- Identifies higher risk problems; develops potential recommendations and refers upwards.

Negotiation and influence:

- Negotiates relevant matters presented by internal and/or external stakeholders.
- Identifies where support/cooperation is needed from internal and/or external stakeholders.
- Demonstrates ability to influence others when appropriate.
- Able to negotiate to gain consensus.

Data gathering and analysis:

- Gathers and analyses relevant data across multiple domains.
- Identifies and evaluates sources of information to inform and progress work.
- Shares findings with relevant internal stakeholders.
- Seeks additional resources when gaps and inconsistencies or variances in data are found.

Managing performance:

- Provides supervision and coaching to direct reports.

- Provides positive and constructive feedback to direct reports, peers and colleagues.
- Provides informal mentoring to peers, colleagues.
- Fosters a positive workplace culture through role modelling organisational values and recognising positive behaviours in others.

Leadership and business acumen:

- Works collaboratively within own department/team.
- Identifies operational matters requiring financial consideration to inform budget preparation.

Change management:

- Encourages a culture of improvement through identifying potential opportunities for change in area of expertise/domain.
- Implements change plans.
- Provides subject matter expertise at key stages from change concept to delivery.
- Supports change management process through positive communication and proactively addressing issues.
- Able to articulate benefits of change and link to operational/strategic objectives.

Organisation Responsibilities

As a member of ACEM staff, organisation responsibilities include, but are not limited to:

- Demonstrate the ACEM Core Values within the Unit, Department and across the College.
- Ensure any allocated deliverables outlined in the ACEM Business Plan, ACEM Reconciliation Action Plan and Te ACEM Rautaki Manaaki Mana: Excellence in Emergency Care for Māori are met to a high standard.
- Ensure the quality recording of all processes relevant to role and responsibilities.
- Strive to maintain a culturally competent and inclusive workplace and expected to undergo regular cultural competence training.

Workplace Health and Safety

All employees have a personal responsibility to work safely and to abide by health and safety legislation, policies, rules and established safe work practices. All employees are responsible for their own safety and that of fellow employees.

Organisational Sustainability

ACEM aims to promote sustainable practices in the workplace and reduce its environmental footprint through initiatives to reduce waste, energy and water use, and to increase recycling. All employees are encouraged to actively apply sustainability principles within their own teams

Organisational Relationships

Reports to	Manager, Member Support
Supervision of	Nil
Internal Liaison	All ACEM Employees Members and trainees of the College

Committee Liaison	Continuing Professional Development Committee Associated working and reference groups
External Liaison	Regulatory bodies, such as MBA, AMC, MCNZ and AHPRA Other Colleges and equivalent training organisations

Additional Information

- May involve work outside normal business hours to meet business objectives.
- Interstate and/or overseas travel to Aotearoa, New Zealand may be required.