

Role: Aboriginal and Torres Strait Islander Regulatory Process Navigator (Identified)

Position no.	E12635 E12636	Work area profile	Notifications
Work Level Classification	EA L6	Directorate/Business Unit	Regulatory Operations, Notifications
Reports to (role)	Senior Regulatory Advisor, Notifications	Location	Adelaide, Brisbane
No. direct reports	0	No. of indirect reports	0
Version date	3 May 2024	Tenure	Ongoing

Work area profile

Ahpra's overall mission is to protect the public by regulating health practitioners in the public interest to facilitate access to safer healthcare for all the community.

Regulatory Operations is responsible for carrying out Ahpra's core regulatory functions – registration, notifications, compliance, and legal – under the National Law.

In partnership with the National Boards, the notifications (also referred to as complaints) function manages concerns raised by individuals or organisations about health practitioners registered with a National Board. The experiences shared with us help us to understand whether a practitioner is practising safely and professionally, or whether support or action might be required to ensure this.

Some actions we take to ensure safe, professional practice specific to an individual practitioner are monitored for compliance. This role is undertaken by our monitoring and compliance team.

Commitment to cultural safety for Aboriginal and Torres Strait Islander Peoples

Ahpra and the National Scheme, in partnership with the [Aboriginal and Torres Strait Islander Health Strategy Group \(the Strategy Group\)](#) have committed to eliminating racism within healthcare in Australia.

We are committed to making patient safety the norm for Aboriginal and Torres Strait Islander Peoples by ensuring registered health practitioners are practising their profession in a culturally safe way. Aboriginal and Torres Strait Islander individuals, families and communities determine cultural safety as outlined in The National Scheme's [definition of cultural safety](#). It is also a [requirement of the National Law](#), the legislation that governs the National Scheme.

This commitment is demonstrated in the development and implementation of its key strategies:

- [National Scheme's Aboriginal and Torres Strait Islander Health and Cultural Safety Strategy 2020-2025 \(the Strategy\)](#)
- [Aboriginal and Torres Strait Islander Employment Strategy 2020-2025](#)

Role purpose

You'll be in an exciting, newly created, front-line role established as part of Ahpra's Culturally Safe Notifications process helping to improve the experiences of Aboriginal and Torres Strait Islander Peoples involved in our regulatory processes.

In this role you'll:

- be grounded in and work from Aboriginal and Torres Strait Islander ways of knowing, being and doing and provide this lens to ensure that Regulatory Operations provides a culturally safe experience that is free of racism for Indigenous Peoples who access our services.
- provide an important conduit between regulatory staff and Aboriginal and Torres Strait Islander Peoples, helping to ensure ongoing connection, understanding and participation throughout our regulatory processes.
- partner with team members who engage regularly with notifiers, health practitioners and other parties to ensure engagement with Aboriginal and Torres Strait Islander Peoples is culturally safe and free of racism.
- use your lived experience in engaging with Aboriginal and Torres Strait Islander Peoples to contribute to continuous improvement of our case management strategies and that the tools for engagement are appropriate, including; reviewing written communication; maintaining records; coordinating, attending and supporting meetings and other administrative tasks as required.

Working in collaboration with an extensive range of key internal and external stakeholders, success in this role derives from your ability to:

- positively engage with Indigenous and non-Indigenous notifiers, witnesses and practitioners involved in the notification process, including legal referral processes or monitoring and compliance processes where they apply,
- undertake specific case management activities that contribute to the management of notification, compliance or legal processes,
- contribute to culturally safe practice among non-Indigenous members of our team contributing to the continuous improvement of our ways of working, including changes to practices and processes to improve cultural safety for Aboriginal and Torres Strait Islander Peoples,
- maintain a strong connection to Aboriginal and Torres Strait Islander Peoples, communities and culture and working, knowing and living as an Aboriginal and/or Torres Strait Islander person.

Special/Equal Opportunity Measures

Ahpra considers that being Aboriginal and/or Torres Strait Islander is a genuine occupational requirement for this position.

This position is only open to Aboriginal and/or Torres Strait Islander applicants.

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and the following state/territory legislation:

- s25 of the Anti-Discrimination Act 1991 (QLD)
- sub-s56(2) of the Equal Opportunity Act 1984 (SA)
- sub-s35(1)(b)(ii) of the Anti-Discrimination Act 1996 (NT)
- s50 Equal Opportunity Act 1984 (WA)
- s14(d)Anti-Discrimination Act 1977 (NSW)

Key accountabilities

- Participate directly in engagement with Aboriginal and Torres Strait Islander Peoples to support the navigation of our regulatory processes, from the first point of contact for the life of a matter.
- Work cooperatively with notifications, compliance, monitoring and legal services staff and other relevant stakeholders, to ensure a high standard of service and support to notifiers, practitioners and witnesses who are Aboriginal and/or Torres Strait Islander. Assist in ensuring that the notification or monitoring and compliance processes are culturally safe and free of racism. It is not anticipated that the role includes providing counselling to individuals.

- Provide assistance, information and referrals to Aboriginal and Torres Strait Islander Peoples including notifiers, witnesses or practitioners.
- Contribute to developing and reviewing policies, procedures and standards that will improve the cultural safety and anti-racism of our approaches.
- Monitor and report on the cases that you are participating in and the impacts on experience for the Aboriginal and Torres Strait Islander Peoples involved.
- Foster culturally safe and early engagement, clear communication, respect and participation with process participants. Contribute to building a healthy, respectful team culture within the notification and compliance teams, including other units that are engaged as part of the role.
- Offer feedback and advice about the operation of the role and its work within the Regulatory Operations functions.
- Contribute to Ahpra and National Board regulatory strategies and policies that support the work of the National Scheme, as appropriate.
- Health safety and wellbeing: ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
 - Take reasonable care for own and others' health, safety and wellbeing
 - Adhere to Ahpra's workplace health, safety and wellbeing policies and procedures

Capabilities for the role

The Ahpra Capability Framework applies to all Ahpra employees. Here is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency level
Service	Commits to customer service	Highly Advanced
	Displays leadership	Foundation
	Generates and delivers the strategic vision	Foundation
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Collaboration	Builds constructive working relationships	Highly Advanced
	Communicates effectively	Highly Advanced
Achievement	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Foundation
	Displays personal drive and integrity	Highly advanced

Qualifications/Experience	Required
Qualifications	Tertiary degree qualification in social work or a related discipline, or equivalent experience.
Experience	<ul style="list-style-type: none"> • Extensive engagement experience that includes providing culturally safe assistance, support, information and referral to Aboriginal and Torres Strait Islander Peoples and communities or witnesses in long-running and emotionally fraught legal cases, compliance or complaints processes. • Possesses strong cultural lived experience grounded in Aboriginal and Torres Strait Islander ways of knowing, being and doing. • Possesses a thorough understanding, demonstration of, and strong respect for, Aboriginal and Torres Strait Islander Peoples and cultural safety. • Sound knowledge of the legal system, including courts. • Excellent interpersonal communication skills and the ability to liaise with and provide advice to staff, senior management and other relevant internal and external stakeholders. • Proven ability to work in a demanding environment and provide guidance to others in managing complex and culturally unsafe situations and issues. • Experience working as part of a multidisciplinary team and demonstrated ability to use initiative, self-awareness and sound judgement.

Key relationships

Internal relationships	External relationships
Notifications team	Aboriginal and Torres Strait Islander notifiers
Compliance team	Aboriginal and Torres Strait Islander health practitioners
Legal services team	Aboriginal and Torres Strait Islander witnesses
Sexual Boundary Notifications Committee	External contracted legal firms
National Engagement Advisor	Agencies and organisations across Australia offering a range of services, including housing, psychological and financial counselling
Social Workers in the notifier support service	
Aboriginal and Torres Strait Islander Health Strategy Unit	

