

## Notifications Support Officer

### Role data

<b>Position no.</b>	TBC	<b>Work Area Profile</b>	Notifications
<b>Work Level Classification</b>	Level 3	<b>Directorate/Business Unit</b>	Regulatory Operations
<b>Reports to (role)</b>	Regulatory Coordinator (Notifications)	<b>Location</b>	Multiple
<b>No. direct reports</b>	Nil	<b>No. of indirect reports</b>	Nil
<b>Version date</b>	Consultation	<b>Tenure</b>	

### Work area profile

Ahpra's overall mission is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: [www.ahpra.gov.au](http://www.ahpra.gov.au)

In partnership with the National Boards, the Notifications function assesses and manages concerns raised by members of the public about a registered health practitioner who is registered with a National Board whose profession is regulated by the National Scheme.

### Role purpose

Reporting to the Regulatory Coordinator (Notifications), the Notifications Support Officer is responsible for the provision of a broad range of administration services to support the work of the notifications teams across different locations applying Ahpra's principles for virtual teams.

This includes the processing of notifications, dealing with enquiries from internal and external stakeholders including practitioners and the public, developing and maintaining correspondence, following relevant document management processes, and completing all relevant administrative duties.

### Key Accountabilities

- *Actively engage in activities that enable a positive, team-based performance culture and staff wellbeing.*
- *Create and record new notifications.*
- *Provide administrative support to enable timely and consistent case management of notifications.*
- *Apply the notifications risk framework to identify red flag risk factors and escalate as required.*
- *Provide administrative support for case management strategies, including the coordination and administration of case conferences and case reviews.*
- *Assist in the preparation and response of correspondence to health practitioners, notifiers and other relevant parties.*
- *Update and maintain databases including monitoring the accuracy, currency and validity of the data.*
- *Assist with the consultation and information sharing activities with other entities, including health complaints entities.*
- *Support responses to requests for information and complaints, including conducting searches for and collating documents, correspondence and other records.*
- Other duties as directed by the Regulatory Coordinator (Notifications).
- 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, and
- 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. Below is the complete list of capabilities and proficiency level required for this position.

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

## Qualifications/experience

Qualifications/Experience	Required
<b>Qualifications</b>	Certificate III in Business Administration or equivalent and/or relevant experience.
<b>Experience</b>	<p>Demonstrated ability to work within a complex administrative environment.</p> <p>Demonstrated experience in providing support across a range of administrative activities including but not limited to telephony, correspondence, document and file management and finance and data entry.</p> <p>Demonstrated experience using Microsoft Office applications for email, word processing, spreadsheets and data bases and an ability to learn and adapt to new systems.</p> <p>Well-developed organisational skills including excellent time management skills plus the ability to prioritise workload in response to time critical targets.</p> <p>Well-developed interpersonal, written and oral communication skills and experience in dealing with people at all levels.</p> <p>Well-developed problem solving and analytical skills in interpretation of information.</p> <p>Ability to work collaboratively and effectively as part of a small team environment and also show initiative and work independently when required.</p> <p>Ability to cope with change and setbacks and demonstrate resilience in a changing environment.</p>

## Key relationships

Internal Relationships	External Relationships
National Boards, State Boards and their committees	Registered Health Practitioners
Senior Regulatory Advisor – Notifications (Team Leader)	Health practitioner's legal representatives
Regulatory Coordinator, Notifications	Health practitioner's employers/ supervisors
Board Services team members	Notifiers
Legal Service team members	Third parties identified in the course of managing notifications, e.g. witnesses, police and treating health practitioners
Registration team members	