

Analyst - Quality Assurance

Position no.	TBA	Work Area Profile	Organisational Risk & Resilience
Work Level Classification	AHPRA Level 6	Directorate/Business Unit	Finance & Risk
Reports to (role)	Manager, Quality Assurance	Location	Perth or Melbourne
No. direct reports	Nil	No. of indirect reports	Nil
Version date	December 2020	Tenure	TBA

Work Area

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

Finance & Risk contributes to this mission by leveraging data, embracing technology and enabling change. By understanding the data that is relevant to decision making and providing in depth analysis where necessary, Finance & Risk supports the strong functioning of the Agency Management Committee, Finance, Audit and Risk Management Committee, the National Executive, all fifteen National Boards and our co-regulatory partners. Finance & Risk help maintain the financial discipline of the National Registration and Accreditation Scheme and financial sustainability of the National Boards so that fees paid by practitioners are kept to reasonable levels in line with the expectations of health ministers.

The Risk and Resilience stream facilitates all strategic, enterprise and operational risk management and assurance activity undertaken within Ahpra and the National Boards. This includes, risk management, fraud and corruption control, critical and serious incident management, insurances, internal audit, national quality assurance and corporate policy and decision support services.

Role purpose

Reporting to the Manager, Quality Assurance, the **Analyst, Quality Assurance** forms part of the National Quality Assurance Team (NQAT) and is responsible for leading quality assurance activities to assess compliance and monitoring, reviewing and testing effectiveness of controls, and management of risks across Ahpra's operational areas.

The Analyst, Quality Assurance also plays a part in the monitoring of internal audit activities and implementation of agreed management actions.

Key Accountabilities

- Support the maintenance of a compliant quality assurance framework. Contribute to the development of workplace policy and procedures for quality assurance aimed at internal efficiency and sustainability.
- Establish and manage effective working relationships with key stakeholders including National Directors and Managers.

- Through the QA framework, contribute to the development of risk minimisation strategies which will enable AHPRA to deliver efficient and effective regulation.
- Responsible for activities as a second line of defence for Ahpra, as part of the three lines of defence assurance model:
 - Contribute to the development and monitoring of the Ahpra risk-based annual plan for the National Quality Assurance Team (NQAT) ○ Plan, initiate and lead quality assurance activities including:
 - Establishing working parties
 - Designing audit tools
 - Designing audit processes
 - Testing Audit tools
 - Coordinating and facilitating audits involving all stakeholders
 - Audit data analysis
 - Providing clear, easy to read reports ○ Provide education, expertise and knowledge in relation to quality assurance matters as required.
 - Follow up and maintain a register of recommendations and actions arising from national quality assurance reviews and internal audit actions.
- Maintain an accurate assurance map to provide a visual representation of all assurance activities completed and identify any gaps in assurance. .
- Maintain a document control procedure to approve, review and update all changes to critical documents within the scope of the NQAT
- Support the alignment of quality assurance activities with relevant regulatory requirements, national and international standards.
- Contribute to the development of relevant frameworks and strategies as required
- Actively participate in working groups / committees as requested
- 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
- Other duties as directed by the Manager, Quality Assurance,

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
Service	Commits to customer service	Advanced
	Displays leadership	Intermediate
	Generates and delivers the strategic vision	Intermediate

	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Collaboration	Builds constructive working relationships	Intermediate
	Communicates effectively	Advanced
Achievement	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	Relevant tertiary qualification, Diploma of Quality Auditing or equivalent level of experience
Experience	Advanced interpersonal skills consistent with the ability to build relationships with multiple stakeholders Significant analytical, problem-solving and decision-making skills Advanced oral and written communication
	Significant expertise across the required discipline(s) including: <ul style="list-style-type: none"> • Experience working in a regulatory or compliance-focused environment. • Excellent time management skills plus the ability to prioritise workload in response to time critical targets
	<ul style="list-style-type: none"> • Ability to work autonomously as well as part of a team • Proficient across the Microsoft Office suite.

Key relationships

Internal Relationships	External Relationships
National Directors	National Boards
National Managers	Internal Auditors
Working party members (all levels as appointed)	Service Providers
	Government Agencies

	Vendors
--	---------