

Regulatory Officer – Registration (Quality)

Role data

Position no.	Various	Work Area Profile	Registration
Work Level Classification	Level 4	Directorate/Business Unit	Regulatory Operations
Reports to (role)	Regulatory Advisor – Registration (Quality)	Location	Sydney or Canberra
No. direct reports	Nil	No. of indirect reports	Nil
Version date	02 July 2018	Tenure	Ongoing, fulltime

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

In partnership with the National Boards, AHPRA's, Regulatory Operations Directorate, Registration division ensure only practitioners who have the skills and qualifications to provide safe care to the Australian community are registered to practise their profession. AHPRA publishes registers of practitioners (the public register) so that important information about the registration of individual health practitioners is available to the public.

Role purpose

Reporting to the Regulatory Advisor – Registration (Quality), the Regulatory Officer – Registration (Quality) will undertake quality assurance activities to ensure adherence and conformance to AHPRA's registration standards, approved process and procedures across the registration function. This includes the conduct, documentation and reporting of audits through objective evidence gathering and providing outcomes to the Regulatory Advisor – Registration Team Leader/s.

Key Accountabilities

- Undertake quality assurance activities that monitor and review adherence to registration processes and relevant regulatory and compliance requirements across the registration function.
- Initiate, organise, lead and conduct audits of the registration standards approved process and procedures across the registration function.
- Report on the outcomes of an audit and provide recommendations to take appropriate follow up action.
- Complete all work according to established process, standards, timeframes and quality benchmarks, as reviewed and agreed from time to time.
- Other duties as directed by the Regulatory Advisor – Registration (Quality).
- 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. Below is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency Level
Service	Commits to customer service	Intermediate
	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	Intermediate
Collaboration	Builds constructive working relationships	Intermediate
	Communicates with impact	Intermediate
Achievement	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Intermediate

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Diploma Business Administration or equivalent and/or relevant experience. Diploma of Quality Auditing or Lead Auditor training or equivalent and/or relevant experience.
Experience	Demonstrated ability to work within a complex administrative environment. Demonstrated experience using Microsoft Office applications for email, word processing, spreadsheets and data bases and an ability to learn and adapt to new systems. Demonstrated experience reviewing detailed information and determining if set requirements are met. Strong organisational skills including excellent time management skills plus the ability to prioritise workload in response to time critical targets. Strong interpersonal, written and oral communication skills and experience in dealing with people at all levels. Strong problem solving and analytical skills in interpretation of information. Ability to interpret and apply legislative, policy and procedure requirements. Ability to work independently as well as in a team environment. A high level of attention to detail.

Key relationships

Internal Relationships	External Relationships
National Director – Registration	
National Manager/s – Registration	
National Manager Registration (Performance, Quality and Experience)	
National Manager, Program Management	
Regulatory Advisor – Registration (Quality)	
Regulatory Advisor – Registration Team Leader/s	
Registration teams	