

Regulatory Officer, Regulatory Operations

Role data

Position no.	Multiple	Work Area Profile	Compliance, Notifications, Registration
Work Level Classification	Level 3	Directorate/Business Unit	Regulatory Operations
Reports to (role)	Regulatory Coordinator, Regulatory Advisor, or Senior Regulatory Advisor	Location	Multiple
No. direct reports	Nil	No. of indirect reports	Nil
Version date	January 2025	Tenure	Ongoing

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 ensure that only registered health practitioners who are suitably trained and qualified to provide safe care to the Australian community are registered to practise their profession. The Directorate does this through three core functions:

Registration

The Registration function manage the assessment of applications from applicants for registration in a health profession and renewal of registration from health practitioners already registered in a health profession regulated by the National Scheme.

Notifications

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.

Compliance

The Compliance function manages the compliance, including any non-compliance, of health practitioners and students with restrictions (conditions or undertakings) placed on their registration, as well as those with suspended or cancelled registration.

Role purpose

The Regulatory Officer, Regulatory Operations is responsible for the provision of a broad range of services including high quality case management support and the efficient and accurate assessment and processing of registration, notifications and compliance cases.

This includes dealing with enquiries from internal and external stakeholders, maintaining correspondence, following relevant document management processes, and completing all relevant case management support activities.

The role will undertake duties in accordance with the Regulatory Principles for the National Scheme, the National Law, registration standards, guidelines, and national organizational policies and procedures with a focus on Ahpra's values to deliver high performance.

Key Accountabilities

- *Actively engage in activities that enable a positive, team-based performance culture and staff wellbeing.*
- *Deliver customer focused, efficient, and accurate management of assigned cases.*
- *Create and record new cases, including applications, notification enquiries and monitoring files.*
- *Apply agreed risk frameworks to identify relevant risk factors and escalate as required.*
- *Provide case management support, including the coordination and administration of case conferences and case reviews.*
- *Prepare relevant correspondence, agenda papers, reports, and recommendations.*
- *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.*
- *Contribute to the development, review and continuous improvement of processes across Regulatory Operations.*
- *Exercise delegated provisions consistent with the National Law.*
- *Support responses to requests for information, including conducting searches for and collating documents, correspondence and other records.*
- *Engage with members of the public, practitioners, or other stakeholders via phone, email, or other forms of communication.*
- Other duties as directed by the Senior Regulatory Advisor.
 - 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
Service	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
Collaboration	Builds constructive working relationships	Foundation
	Communicates effectively	Foundation
Achievement	Demonstrates accountability in delivering results	Foundation
	Uses information and technology systems	Foundation
	Displays personal drive and integrity	Elementary

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Certificate III in Business Administration or equivalent and/or relevant experience.
Experience	<p>Ability to undertake registration compliance, auditing and investigative processes with the ability to operate effectively in a regulatory environment observing the need for confidentiality and privacy.</p> <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 prioritise work to meet deadlines and work with a high degree of accuracy and attention to detail.</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	Applicants, health practitioners and students
Regulatory Operations managers and staff	Health practitioner's legal representatives
Regulatory Secretariat team members	Health practitioner's employers/supervisors
Business Transformation Program Team	Notifiers
	Third parties including witnesses, police, Board approved educators, mentors, auditors and treating health practitioners