

Position description

Investigator

Position data

Position no.	E10699	Review Date	
Work level	AHPRA Level 6	Directorate/business unit	Regulatory Operations
Reports to (role)	Manager, Notifications SA	Operating budget	Notifications, SA
Number of direct reports	Nil	Location	South Australian Office - Level 11, 80 Grenfell Street, Adelaide
Positions reporting to this role	Nil	Status	Full Time, Fixed Term
Number of indirect reports	Nil	Close Date	Please refer to the advertisement

Position purpose

The purpose of the role is to manage notifications that result in Investigation in the South Australian office.

Key result areas

Accountabilities	Key Activities
Investigations	<p>Plan and conduct investigations and notifications concerning health professionals' impairment, performance or conduct under the National Law, in a timely manner in line with KPI's.</p> <p>Request, obtain and analyse relevant information relating to the notification.</p> <p>If required, interview relevant parties and draft witness statements relevant to investigations.</p> <p>If required, conduct inspections including interview third parties and witnesses.</p> <p>Document evidence and prepare the report and recommendations in accordance with the National Law, incorporate findings for consideration by the relevant board or committee.</p> <p>Seek approval of reports and recommendations prior to submitting for the relevant board consideration.</p> <p>Advise the relevant health entities of the decision of the board.</p> <p>If required, liaise with and assist legal counsel in the preparation and conduct of matters to be dealt with by panels, tribunals and committees.</p> <p>As directed, negotiate undertakings and other actions to effectively and appropriately deal with notifications about health practitioners with them, their insurers and legal representatives.</p> <p>Prepare correspondence, to advise the notifier and registrant of board outcomes.</p> <p>Ensure the Pivotal database is updated constantly throughout the notifications' process to maintain comprehensive records.</p> <p>Ensure compliance with AHPRA's nationally agreed notification processes and procedures.</p>
Administrative Support	<p>Effectively maintain confidential records and filing systems.</p> <p>Contribute to the development, review and continuous improvement of procedures related to the management and reporting of notifications.</p> <p>Undertake other duties as directed by the Manager Notifications.</p>
Stakeholder Management	<p>Develop and maintain a positive rapport and effective working relationships with internal and external stakeholders.</p> <p>Respond to stakeholder requests, collate and disseminate relevant information, resolve problems, escalate issues when required, and effectively prioritise responses to stakeholders.</p>
Mandatory Accountabilities for all Employees	
Our way of working	<p>Incorporate the AHPRA Way of Working into daily work practices.</p> <p>Comply with the AHPRA Code of Conduct and all other AHPRA policies and procedures.</p>

	Adhere to and apply the information contained in any AHPRA mandatory or job related training.
Workplace Health & Safety Management	<p>Adhere to AHPRA's workplace health and safety policies and procedures.</p> <p>Take reasonable care for own and others health and safety.</p> <p>Identify and report any health and safety problem, hazard/risk or defect which may give rise to danger.</p> <p>Report any health and safety incident immediately and implement measures to rectify cause.</p> <p>Complete all mandatory or additional workplace health and safety training as required by AHPRA.</p> <p>Follow any reasonable instruction by management in relation to workplace health and safety.</p>
Customer Service	Deliver a professional, proactive, accurate, efficient, confidential and customer focused service to a wide range of internal and external stakeholders.
Self Development	<p>Participate in periodic performance appraisals.</p> <p>Complete agreed activities in performance improvement plans or development plans.</p>

Key requirements

Key stakeholders	Qualifications / experience	Personal attributes
<p>Internal</p> <p>State Manager, SA</p> <p>Notifications SA Team</p> <p>SA Board Services</p> <p>Legal Advisors SA</p> <p>National and local committees and boards</p> <p>National organisational leads</p> <p>External</p> <p>General Public</p> <p>Health Practitioners</p> <p>Notifiers</p> <p>Legal representatives</p> <p>Courts, SAHPT and HCSCC</p> <p>Other regulatory entities, government agencies and</p>	<p>Required</p> <p>Relevant tertiary qualification</p> <p>Knowledge and experience in the conduct of professional standards investigations in a sensitive and complex environment</p> <p>Demonstrated ability to apply legislative, policy and procedural requirements as they relate to a regulatory environment</p> <p>Intermediate to advanced Microsoft Office skills</p> <p>Desirable</p> <p>Certificate IV in Government (Investigations) is desirable but not essential. Applications will be considered in the context of an applicant's relevant qualification(s) and experience.</p>	<p>Strong case management skills, including the ability to effectively prioritise and manage multiple tasks and deadlines whilst ensuring attention to detail.</p> <p>Well developed interpersonal skills with the ability to build and maintain productive working relationships with a range of internal and external stakeholders</p> <p>Strong analytical and conceptual skills particularly in relation to analysing evidence and reporting on complex issues.</p> <p>Strong written communication skills including experience in writing reports and recommendations, preparing correspondence and agenda items.</p> <p>Strong oral communication skills with the ability</p>

statutory authorities		to present matters and deal with difficult and challenging stakeholders. Ability to work collaboratively and effectively as part of a team environment whilst also demonstrating initiative and the ability to work independently.
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