

Role name: Senior Project Officer, Regulatory Experience and Engagement

Role data

Position no.	E12788	Work area profile	Regulatory Experience & Engagement
Work level classification	Level 6	Directorate/Business unit	Engagement & Government Relations
Reports to (role)	National Manager, Regulatory Experience and Engagement	Location	Any
No. direct reports	Nil	No. of indirect reports	Nil
Version date	6 August 2024	Tenure	Fixed Term 6-month

Work area profile

Ahpra's overall purpose 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

Strategy and Policy exists to protect the public through whole of National Scheme strategy, policy, engagement, and regulatory governance functions that are effective and responsive. The directorate provides high quality services that are national and run across the professions we regulate. The directorate works in partnership with National Boards and collaboratively with accreditation authorities and key partners.

The Ahpra Regulatory Experience and Engagement Team develops strategies and implements initiatives that improve the experience, trust and confidence of people connecting with Ahpra and National Boards.

Role purpose

Working closely with the National Manager, Regulatory Experience and Engagement, and the Practitioner Distress Project Managers, this role is responsible for leading implementation to completion of several key actions arising from the recommendations of the Expert Advisory Group (EAG) on Minimising Practitioner Distress.

This important role works closely with key functions within Ahpra to ensure that the framework, principles, policies and process for our response to the serious incidents of distress of those involved in our processes is evidence-based, is safe and supportive for staff and decisionmakers.

Key accountabilities

- Lead the response to three actions from the EAG recommendations concerning serious incidents relating to people involved in our regulatory processes (Rec 14a,b,c). This might be practitioners, notifiers or witnesses, for example. These actions are:
 - improving Ahpra's internal process for identifying and responding to serious incidents involving distress of people involved in our processes,
 - developing the process that determines when, why and how serious incidents of distress will be reviewed internally,

- implementing a process to determine what incidents we will report on publicly and how we will do that.
- Finalise our incident management framework for identifying and responding to serious incidents involving distress, self-harm or suicide of people involved in our processes. This will involve significant collaboration across Ahpra teams.
- Lead and coordinate Ahpra's Serious Incidents Review Group to achieve agreement on when, why and how serious incidents will be reviewed. Organise all elements of the meetings of the group to ensure it develops a safe culture for internal reviews to be conducted in a reflective, respectful and knowledgeable way.
- Prepare and present the papers supporting the work of the review group, the Health, Safety and Wellbeing Standing Committee and National Boards as required.
- Conduct research to understand good practice internationally and domestically on the management of serious incidents and how this should be incorporated by Ahpra into its policies and processes.
- Develop and maintain clear, thorough and accessible project documentation in order to support informed and accountable decision making and clear understanding of relevant project risks and successes.
- Work collaboratively with all of the REET and the Engagement Function particularly to achieve the overall priorities of the Team and Function.
- Develop and maintain strong working relationships with relevant internal and external stakeholders.
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants meaning 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.

Capabilities	Proficiency level
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
Builds constructive working relationships	Advanced

Communicates effectively	Advanced
Demonstrates accountability in delivering results	Intermediate
Uses information and technology systems	Intermediate
Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	Minimum relevant degree level tertiary qualification or relevant graduate diploma, or equivalent experience.
Experience	<p>Substantial experience in working within a regulatory or complaints management environment.</p> <p>A strong understanding of how governments regulate in the public interest.</p> <p>Previous experience and capability to safely engage with stakeholders on sensitive issues.</p> <p>Demonstrated ability to recognise and resolve sensitive issues and provide high level, sound advice.</p> <p>Proven ability to consistently meet project deadlines, work with integrity and operate effectively in a fast-changing environment.</p> <p>Proven experience of working independently on complex projects with multiple stakeholders.</p> <p>Strong research, conceptual, analytical and report writing skills to enable policy interpretation, and process development.</p> <p>Highly developed interpersonal and written and verbal communication skills and the ability to work collaboratively, cooperatively and effectively with colleagues, both within and outside of REET.</p>

Key relationships

Internal relationships	External relationships
National Directors and functional teams	Health practitioners
State/Territory Managers	Notifiers
National Boards and Committees	Profession-specific groups (including health service providers)