

## Regulatory Officer – Compliance

### Role data

<b>Position no.</b>	TBC	<b>Work Area Profile</b>	Compliance
<b>Work Level Classification</b>	Level 4	<b>Directorate/Business Unit</b>	Regulatory Operations
<b>Reports to (role)</b>	Regulatory Advisor – Compliance	<b>Location</b>	Multiple
<b>No. direct reports</b>	Nil	<b>No. of indirect reports</b>	Nil
<b>Version date</b>	13 June 2019	<b>Tenure</b>	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](http://www.ahpra.gov.au)

In partnership with the National Boards, AHPRA's Compliance function, within Regulatory Operations, manages the compliance of health practitioners and students with restrictions (conditions or undertakings) placed on their registration, as well as those with suspended or cancelled registration. We do this by applying agreed risk thresholds across nationally consistent processes, to deliver a coordinated and consistent experience for practitioners and others. By investigating and responding to non-compliance in a timely and appropriate way, the Compliance function supports National Board to manage risk to public safety.

### Role purpose

Reporting to the Regulatory Advisor – Compliance, the Regulatory Officer – Compliance manages the compliance of health practitioners and students with restrictions on their registration and/or prohibition to practise, delivering a nationally consistent, quality, timely and risk-based Compliance service.

With a focus on AHPRA's values to deliver high performance, the role contributes to the overall performance of the relevant Compliance team by assessing monitoring cases across the full range of risk and complexity under the guidance of the Regulatory Advisor, and managing low risk and/or mixed risk, low and/or mixed complexity monitoring cases.

The role will perform consistent with the objectives and guiding principles of the National Law, Regulatory Principles for the National Scheme, and any relevant policies, standards, codes or guidelines at all times.

The role will apply the following key accountabilities to meet the purpose.

### Key Accountabilities

- *Assess monitoring cases across the full range of risk and complexity under the guidance of the Regulatory Advisor - Compliance, consistent with agreed risk thresholds, current legislation, relevant principles, established policy and procedures and the delegated authority of the Board.*
- *Manage a caseload of low risk and/or mixed risk, low and/or mixed complexity monitoring cases consistent with agreed risk thresholds, current legislation, relevant principles, established policy and procedures and the delegated authority of the Board.*
- *Prepare and implement compliance monitoring plans for health practitioners and students with conditions and/or undertakings/ Tribunal or Panel Orders in accordance with relevant legislative requirements*
- *Conduct monitoring actions and maintain the monitoring plan*

- *Manage the monitoring case recommendations and decisions and finalise monitoring cases*
- *Gather and analyse information to inform identified issues and provide high quality regulatory advice to the Boards in the interest of the health and safety of the public*
- *Identify areas of actual and/or potential risk in terms of health practitioner non-compliance with conditions undertakings and/or orders*
- *Conduct site visits as required*
- *Establish and maintain a relationship with practitioners to influence their ongoing compliance with restrictions*
- Other duties as directed by the Senior Regulatory Advisor – Compliance or the Regulatory Advisor – Compliance.
- 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
<b>Service</b>	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	Intermediate
<b>Collaboration</b>	Builds constructive working relationships	Intermediate
	Communicates effectively	Intermediate
<b>Achievement</b>	Demonstrates accountability in delivering results	Foundation
	Uses information and technology systems	Foundation
	Displays personal drive and integrity	Intermediate

## Qualifications/experience

Qualifications/Experience	Required
<b>Qualifications</b>	<p>Certificate IV in Business Administration or equivalent and/or relevant experience.</p> <p>Certificate IV in Government Investigations or equivalent and/or relevant experience.</p>
<b>Experience</b>	<p>Knowledge of 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 interpret and apply legislation, policy and procedures as they relate to the regulation of health practitioners in the public interest.</p> <p>Demonstrated ability to interpret and apply legislation, policy and procedures as they relate to the regulation of health practitioners in the public interest.</p> <p>Demonstrated ability to exercise judgment and resolve issues independently.</p> <p>Strong interpersonal skills, with an ability to build and maintain relationships as well as deal with difficult and challenging behaviours when required.</p> <p>Strong analytical and conceptual skills, including the ability to identify risk and negotiate successful outcomes in a complex and sensitive environment.</p> <p>Strong written communication and interpersonal skills, with the ability to liaise and interact with a broad range of internal and external stakeholders and work collaboratively and effectively within a team.</p> <p>Strong organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines and deliver quality work in a case management environment.</p>

## Key relationships

Internal Relationships	External Relationships
National Director – Compliance	Health practitioners and students
National Managers – Compliance and their teams	Registrant’s legal representatives
Senior Regulatory Advisors – Compliance	Registrant’s treating practitioners
Regulatory Operations team members across all relevant functions	Registrant’s employers and supervisors
Board Services team members	Board approved educators, mentors, auditors
	General Public (Notifiers)