

Senior Regulatory Advisor – Notifications (Team Leader)

Role data

Position no.	TBC	Work Area Profile	Notifications
Work Level Classification	Level 7	Directorate/Business Unit	Regulatory Operations
Reports to (role)	Operations Manager – Notifications	Location	Multiple
No. direct reports	4-7 notifications officers	No. of indirect reports	TBC
Version date	Consultation	Tenure	

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, 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.

Role purpose

Reporting to the Operations Manager – Notifications, the Senior Regulatory Advisor – Notifications (Team Leader) leads the day to day operations of a notifications team and supports the team to deliver quality, timely and risk-based notification management through an agreed case management process.

The case management process for notifications is a collaborative team-based approach to gathering, reviewing and assessing information to provide timely, consistent, quality regulatory advice and recommendations to the Boards. It also relies on the application of an agreed risk assessment tool and proactive engagement with notifiers and health practitioners across all stages of a notification.

Additionally, this role is responsible for promoting culture of performance and achievement and implementing processes to support cross-team and cross-function collaboration.

Key Accountabilities

- *Lead activities and demonstrate behaviours that enable a positive, team-based performance culture and staff wellbeing.*
- *Provide expert regulatory advice in the case management of notifications consistent with agreed risk thresholds, current legislation, relevant principles, established policies and procedures and the delegated authority of the Board, considerate of the experience of notifiers and practitioners.*
- *Provide high quality briefings and advice related to the management of notifications to decision-makers, senior management and staff.*
- *Effectively and appropriately manage relationships with practitioners, notifiers, witnesses and third parties, including undertaking regular updates.*
- *Participate in cross-function collaboration with other areas of Ahpra in the management of relevant cases.*
- *Document evidence and prepare high quality reports and recommendations in accordance with the National Law, incorporating findings for consideration by the relevant board or committee.*

- Regularly conduct file reviews to notifications staff to coordinate case management across a team(s), to identify cases of high risk and/or complexity, and deliver timeliness, consistency and quality in the management of cases.
- Lead and/or participate in collaboration sessions to support coordinated cross-function management of complex and/or cases.
- Participate in the development and review of policies, procedures and guidelines to improve the performance of the notifications function.
- Contribute to the management of administrative complaints, recommending and implementing strategies to manage risks arising.
- Administer delegated provisions of the National Law as described in the CEO's Instrument of Sub-delegations and ensure delegations are adhered to by members of the relevant team.
- Other activities as directed by Operations Manager - Notifications
- 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.
- People Management: Achieving organisational goals by effectively managing the team's and team members' workplace performance. This means to:
 - enhance and encourage direct reports' potential through development and coaching activities
 - take actions to close identified performance gaps in a timely and effective manner
 - comply with Ahpra performance objectives setting, review and development processes, and
 - motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modelling Ahpra standards of behaviour.

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	Advanced
	Displays leadership	Advanced
	Generates and delivers the strategic vision	Advanced
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Highly Advanced
Collaboration	Builds constructive working relationships	Advanced
	Communicates effectively	Advanced
Achievement	Demonstrates accountability in delivering results	Advanced
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Advanced

Qualifications/experience

Qualifications/Experience	Required
Qualifications	<p>Tertiary degree in law, business, policy, communications or health field or equivalent and/or relevant experience</p> <p>Advanced Diploma Leadership and Management or equivalent and/or relevant leadership experience.</p>
Experience	<p>Demonstrated expertise in the interpretation of relevant legislation, policies, protocols and procedures, and their application; and the provision of advice and recommendations in a regulatory environment.</p> <p>Demonstrated experience in the completion of professional standards investigations in a sensitive and complex environment, including experience in identifying and managing risk and the application of statutory powers.</p> <p>Demonstrated ability to recognise and resolve critical and sensitive issues and provide high level, authoritative advice.</p> <p>Demonstrated experience in managing a team and the ability to develop a high performing, results driven culture.</p> <p>Excellent interpersonal/communication skills, ability to work collaboratively in teams and manage relationships with a wide range of stakeholders.</p> <p>Excellent organisational skills including excellent time management skills plus the ability to prioritise workload in response to time critical targets.</p> <p>Excellent communication skills, ability to liaise, negotiate, consult, resolve conflict and manage change.</p>

Key relationships

Internal Relationships	External Relationships
National Boards, and their delegates	Health registrants
National Director – Notifications	Health practitioner’s legal representatives
National Manager – Notifications (Intake and Assessment)	Health practitioner’s employers/supervisors
Operations Manager Notifications (Intake and Assessment)	Notifiers
Board Services teams	Third parties identified in the course of managing notifications, e.g. witnesses, police and treating health practitioners
Legal Services teams	
Notification teams	
Registration teams	