

Position description

Communications Advisor

Position data

Position no.		Review date	
Work level	Level 5	Directorate/business unit	Strategy and Policy
Reports to (role)	National Communications Manager	Operating budget	Strategy and Policy
Number of direct reports	Nil	Location	Ahpra Brisbane Office
Positions reporting to this role	Nil	Status	Full time Ongoing
Number of indirect reports	Nil	Close date	Please refer to job advertisement

Position purpose

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and s 12 of the Equal Opportunity Act 2010 (Vic) and s 8(4) of the Charter of Human Rights and Responsibilities Act 2006 (Vic). The position is therefore only open to Aboriginal and/or Torres Strait Islander applicants.

Reporting to the National Communications Manager, you contribute to the protection of the Australian public through your work with AHPRA and the [National Registration and Accreditation Scheme](#) (the National Scheme) regulating Australia's 750,000 registered health practitioners.

The purpose of this role is to work on a broad range of communications activities, including providing communications support for the [Aboriginal and Torres Strait Islander Health Practice Board of Australia](#) (the 'National Board').

This role includes working with stakeholders in a highly-scrutinised and complex environment to deliver the full range of internal and external communications to support National Boards and Ahpra. This includes providing recommendations and advice, developing communications plans, approaches to communication and engagement, implementing activities via a range of channels, as well as analysing, reporting on and evaluating activities. Sitting in the closely-knit communications team, this role also includes sharing work with other members of the team, such as producing newsletters, managing webinars and surveys, media monitoring, writing media releases and tribunal summaries, social media monitoring etc.

This role will also work closely with the Program Manager and Project Officer of the Aboriginal and Torres Strait Islander Health Strategy (Identified), National Executive, the Strategy Group, Ahpra National Reconciliation Action Plan Group, Executive Officers of National Boards and other stakeholders to drive the delivery of this important work, which is a priority project for Ahpra.

To excel in this role you must be able to understanding complex information quickly and be able translate it to plain language, understand the needs of stakeholders, juggle competing priorities and large workloads within a high-performing team and build strong working relationships with your peers and customers. Your judgment, interpersonal skills and technical communication skills must be excellent.

This role will be based in Brisbane where the Program Manager and Project Officer of the Aboriginal and Torres Strait Islander Health Strategy is located, however your supervisor will be based in Melbourne. This role is likely to include interstate travel.

Key result areas

Accountabilities	Key activities
Communications services and activities	<p>Take the lead on projects, and on ad hoc work, to deliver great communications services.</p> <p>Develop and implement tailored communication and engagement strategies/plans to support objectives, to internal and external audiences, as planned and as required.</p> <p>Provide advice on, and help develop and implement, communications plans, webinar programs, surveys and customer engagement strategies.</p> <p>Prepare communications materials (e.g. videos, website content, media releases, newsletter items, webinars etc), proof reading and plain language edits of existing content/collateral.</p> <p>Work with internal and external suppliers and customers to deliver materials on time and on budget.</p>
Stakeholder engagement	<p>Build and maintain positive relationships with internal and external stakeholders.</p> <p>Work collaboratively to ensure the delivery of high-quality, efficient and responsive communications services that engage stakeholders.</p> <p>Identify and understand mechanisms for engagement with key Aboriginal and Torres Strait Islander health stakeholders.</p>
Work collaboratively	<p>Work collaboratively to ensure the delivery of high-quality, efficient and responsive communications services that engage stakeholders.</p> <p>Work in partnership with the communications team and internal clients to ensure that strategic objectives are met.</p> <p>Participate in and conduct user-testing and research with members of the Communications team.</p>
Cultural safety	<p>Contribute to the development of embedding culturally safe practices into the governance and operations of Ahpra and National Boards</p>

Demonstrate Ahpra values of collaboration, service and achievement and be a positive contributor to our workplace culture	<p>Demonstrate our values (collaboration, service and achievement) through behaviour and approach to work.</p> <p>Backfill other communications functions as required.</p> <p>Take on other tasks and areas of responsibilities as needed.</p> <p>Be an ongoing and positive contributor to our workplace culture.</p>
Mandatory accountabilities for all employees	
Our way of working	Incorporate the Ahpra Way of Working into daily work practices.
	Comply with the Ahpra Code of Conduct and all other Ahpra policies and procedures. 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>Communications team</p> <p>Executive directors and CEO (Executive team)</p> <p>Executive officers</p> <p>State/Territory managers</p> <p>Functional leads and National Directors</p> <p>External</p> <p>National Board chairs</p> <p>Suppliers</p> <p>Communications professionals in partner organisations</p>	<p>Required</p> <p>Tertiary qualification in communications, PR, Aboriginal and Torres Strait Islander health or a related discipline.</p> <p>Demonstrated skills and experience working in a communications/media team in a high-pressure and complex organisation.</p> <p>Experience providing excellent communications and engagement advice in a complex environment and implementing programs/campaigns across platforms.</p> <p>Thorough understanding and demonstration of, and strong respect for, Aboriginal and Torres Strait Islander Peoples and cultures and cultural safety</p> <p>Experience in any of these areas would be desirable, but is not necessary:</p>	<p>A high performer and excellent team player.</p> <p>Highly principled, with good judgment.</p> <p>Cultural competency</p> <p>Exceptional interpersonal and strong problem-solving skills.</p> <p>Positive, responsive and flexible.</p> <p>Able to think big-picture and still maintain a good eye for quality and detail.</p> <p>Thrives on working in high-pressure, high-volume environments.</p> <p>Ability to comfortably manage multiple projects, competing timelines and uncertainty.</p> <p>Exceptional written and spoken communication skills, including demonstrated experience in writing .</p>

Key stakeholders	Qualifications / experience	Personal attributes
	<p>.An excellent track record in providing customer service and working well in a team.</p> <p>Desirable</p> <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander health sector • working in health, regulation or other government sectors, or highly regulated sectors • developing web and social media content, including creating videos, using a CMS and setting up webinars • supporting stakeholder engagement 	<p>Strong communicator (verbal and written), including demonstrated experience communicating and working with Aboriginal and Torres Strait Islander Peoples and communities in culturally respectful ways.</p>