

## Regulatory Facilitator, Regulatory Operations

### Role data

<b>Position no.</b>	Multiple	<b>Work Area Profile</b>	Compliance, Notifications, Registration
<b>Work Level Classification</b>	Level 4	<b>Directorate/Business Unit</b>	Regulatory Operations
<b>Reports to (role)</b>	Regulatory Coordinator, Regulatory Advisor, or Senior Regulatory Advisor	<b>Location</b>	Any location
<b>No. direct reports</b>	Nil	<b>No. of indirect reports</b>	Nil
<b>Version date</b>	January 2025	<b>Tenure</b>	Ongoing

### 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 Regulatory Operations Directorate ensure that only registered health practitioners who are suitably trained and qualified to provide safe care to the Australian community are registered to practise their profession. The Directorate does this through three core functions:

#### **Registration**

The Registration function manage the assessment of applications from applicants for registration in a health profession and renewal of registration from health practitioners already registered in a health profession regulated by the National Scheme.

#### **Notifications**

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.

#### **Compliance**

The Compliance function manages the compliance, including any non-compliance, of health practitioners and students with restrictions (conditions or undertakings) placed on their registration, as well as those with suspended or cancelled registration.

### Role purpose

A Regulatory Facilitator is responsible for timely, efficient and consistent case management activities across the Regulatory Operations Directorate, in line with agreed risk frameworks and organizational processes and procedures.

Their case management responsibilities will support the timely progression of notifications, compliance and registration matters, and an improved experience for persons and entities involved in the regulatory processes. This includes consistent and regular engagement with notifiers, practitioners, applicants, students and witnesses and engaging with other stakeholders as required to gather and obtain information to support the timely completion of regulatory matters.

Regulatory Facilitators are also responsible for ensuring key stakeholders receive consistent, quality regulatory advice about our processes, approaches and case-management strategies.

## Key Accountabilities

- *Actively engage in activities that enable a positive, team-based performance culture and staff wellbeing.*
- *Deliver customer focused, efficient, and accurate management of assigned cases.*
- *Prepare relevant correspondence, agenda papers, reports, and recommendations.*
- *Manage a caseload of cases of various risk and complexity consistent with agreed risk frameworks, current legislation, Regulatory Principles, established policy and procedures.*
- *Undertake case management activities consistent with the type of case, which may include engaging with members of the public, applicants, students, health practitioners or their representatives, notifiers and other stakeholders via phone, email or other communication methods, conducting site visits as required, and other activities as required.*
- *Exercise delegated provisions consistent with the National Law.*
- *Gather and analyse information to inform identified issues and provide high quality regulatory advice to National Boards and decision makers.*
- *Engage with members of the public, applicants, health practitioners and other stakeholders and provide assistance in providing high quality regulatory advice, which may include providing reasonable assistance to submit a notification.*
- *Assist practitioners, notifiers, or their representatives, in understanding the process for assessing and managing regulatory cases, and the possible outcomes.*
- *Identify and when directed gather information linked to areas of actual and/or potential risk(s) according to the agreed risk framework to information known and obtained about health practitioners, their practice, and practice setting.*
- *Apply agreed processes to engage third parties whose information, knowledge or skills contribute to the management of notifications.*
- *Update and maintain databases including monitoring the accuracy, currency and validity of the data.*
- *Other duties as directed by the Senior Regulatory Advisor*
- *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.*

## 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	Intermediate
	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> <p>Tertiary qualification and/or equivalent level of experience.</p>
<b>Experience</b>	<p>Demonstrated experience in the provision of high quality customer service activities in a complex work and high volume environment.</p> <p>Ability to undertake 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>Strong interpersonal, written and oral communication skills and experience in engaging with people at all levels, including those who may be distressed or vulnerable.</p> <p>Demonstrated experience in providing support across a range of administrative activities including but not limited to telephony, correspondence, document and file management and finance and data entry.</p> <p>Demonstrated experience using Microsoft Office applications for email, word processing, spreadsheets and data bases and an ability to learn and adapt to new systems.</p> <p>Strong problem solving and analytical skills in interpretation of information.</p> <p>Strong organizational skills including excellent time management skills plus the ability to prioritise workload in response to time critical targets in a complex.</p> <p>Ability to acquire skills in the application of legislative, policy and procedure requirements and understand key stakeholders and roles as they relate to a regulatory environment.</p> <p>Ability to work collaboratively and effectively as part of a small team environment and also show initiative and work independently when required.</p> <p>Ability to cope with change and setbacks and demonstrate resilience in a changing environment.</p>

## Key relationships

<b>Internal Relationships</b>	<b>External Relationships</b>
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National Boards, State Boards and their committees	Registered Health Practitioners
Regulatory Advisors, Senior Regulatory Advisors, and Operations Managers	Health practitioner's legal representatives
National Managers – Compliance, Notifications and Registration	Health practitioner's employers/ supervisors
Registration, Compliance and Legal teams	Notifiers
Regulatory Secretariat staff	Third parties including witnesses, police, Board approved educators, mentors, auditors, treating health practitioners, and Health Complaints Entities.