

## Regulatory Advisor – Registration (Team Leader)

### Role data

<b>Position no.</b>	TBC	<b>Work Area Profile</b>	Registration
<b>Work Level Classification</b>	Level 6	<b>Directorate/Business Unit</b>	Regulatory Operations
<b>Reports to (role)</b>	Senior Regulatory Advisor – Registration	<b>Location</b>	Perth
<b>No. direct reports</b>	Up to 16	<b>No. of indirect reports</b>	Nil
<b>Version date</b>	02 July 2018	<b>Tenure</b>	Fixed term

### 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, Registration division ensure only practitioners who have the skills and qualifications to provide safe care to the Australian community are registered to practise their profession. AHPRA publishes registers of practitioners (the national register) so that important information about the registration of individual health practitioners is available to the public.

### Role purpose

Reporting to the Senior Regulatory Advisor – Registration, the Regulatory Advisor – Registration (Team Leader) will provide leadership and day-to-day management of the registration team through alignment of AHPRA's vision, mission and values to develop and maintain a high performing registration team. Drawing on their regulatory experience, the role will ensure applications for registration are processed in a timely manner consistent with the Regulatory Principles for the National Scheme, the National Law, registration standards and guidelines under the direction of the Senior Regulatory Advisor – Registration. The Team Leader role will drive the performance, workload and quality of team members and ensure adherence to national organisational policies and procedures.

### Key Accountabilities

- Lead the registration team/s to ensure the registration process is handled consistently, professionally and in accordance with the National Law, registration standards, guidelines, and national organisational policies and procedures.
- Provide advice and contribute to the identification of issues with legislation, policy, procedures, practices and processes relating to the registration of health practitioners.
- Administer and ensure that delegated provisions as prescribed in the National Law are exercised, adhered to and consistent across all members of the team/s.
- Inspire and motivate others by providing support and leadership to the registration team/stream to enhance task performance to achieve targets.
- Manage and monitor workload and workflow across the team/stream and resolve team and individual performance issues in a timely and effective manner.
- Implement and evaluate key performance indicators for all positions within the registration team.
- Lead and ensure the delivery of an excellent customer experience through the provision of high quality service and respond to and resolve escalated customer concerns as required.

- Collaborates with the Senior Regulatory Advisor/s – Registration and subject matter experts across the function and provides advice to team members to ensure regulatory activities and tasks are completed.
- Coach and mentor staff and encourage professional development and continuous learning, including scheduling specific training sessions and in-services and address developmental opportunities to enhance team performance.
- Work with other leaders, registration process specialists and trainers to implement and embed operational and organisational changes.
- Complete a monthly discussion with all team members (to include quality review results and workload tracking) and conduct bi/annual performance reviews to contribute to staff development.
- Communicate any staff performance issues to the Senior Regulatory Advisor – Registration in a timely manner.
- Utilise financial delegations where authorised (e.g. refund approvals).
- Perform other duties as directed by the Senior Regulatory Advisor – Registration.
- 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.
- 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;
  - Motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modeling 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
<b>Service</b>	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
<b>Collaboration</b>	Builds constructive working relationships	Advanced
	Communicates effectively	Advanced
<b>Achievement</b>	Demonstrates accountability in delivering results	Advanced
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Advanced

## Qualifications/experience

Qualifications/Experience	Required
<b>Qualifications</b>	<p>Diploma/Degree in Business Administration or equivalent and/or relevant experience.</p> <p>Diploma of Leadership and Management or equivalent and/or relevant experience.</p>
<b>Experience</b>	<p>Demonstrated ability to lead a high performing multidisciplinary team to deliver high quality customer focused outcomes, and to manage and build high performance teams.</p> <p>Demonstrated ability to work within a complex regulatory and service orientated environment with experience in understanding, interpreting and applying legislation and relevant registration standards and policies.</p> <p>Demonstrated ability to exercise judgment and resolve issues independently.</p> <p>Advanced analytical, conceptual and problem-solving skills with the ability to develop creative solutions to problems, identify the need for improvement and implement change.</p> <p>Advanced organisational skills, including the ability to prioritise and manage multiple tasks and deadlines and deliver quality accurate work, in a dynamic organisation.</p> <p>Advanced knowledge of electronic data processing systems and software packages and their application.</p>

## Key relationships

Internal Relationships	External Relationships
National Manager Registration	Applicants
Senior Regulatory Advisor – Registration	Registered Health Practitioners
Senior Regulatory Officer – Registration	
Registration teams	
People Lifecycle Services	
Regulatory Advisor – Registration (Coaching and Assessment)	
Regulatory Advisor Registration Process Specialists	