

Regulatory Officer – Notifications (Facilitator)

Role data

Position no.		Work Area Profile	Notifications
Work Level Classification	Level 4	Directorate/Business Unit	Regulatory Operations
Reports to (role)	Senior Regulatory Advisor (Health and Performance Assessment)	Location	Various
No. direct reports	Nil	No. of indirect reports	Nil
Version date		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

The Regulatory Officer – Notifications (Facilitator) is responsible for the administration and coordination of health assessments, performance assessments and independent practitioner opinions for Regulatory Operations. Reporting to a Team Leader, this role provides all required support to the assigned officer in the case management processes required for health assessments, performance assessments and independent practitioner opinions.

Working within a virtual team, the Facilitator is also responsible for the continued updating and management of all systems and resources that support a case management model for health assessments, performance assessments and independent practitioner opinions.

Key Accountabilities

- *Assist in the development and coordination of activities that enable a positive, team-based performance culture and staff wellbeing.*
- *Coordinate activities to support the timely and consistent assessment and management of notifications.*
- *Identify areas of actual and/or potential risk(s) by applying the notifications risk framework to information known and obtained about health practitioners.*
- *Apply agreed processes to engage qualified third parties whose knowledge and skills contribute to assessing and managing notifications.*
- *Assist in the preparation and response of correspondence from health practitioners, notifiers and other relevant parties.*
- *Review and coordinate the implementation of processes, policies and guides to support the timely and consistent assessment and management of notifications*
- *Establish and maintain a relationship with practitioners and notifiers*

- Update and maintain databases including monitoring the accuracy, currency and validity of the data.
- Other duties as directed by the Senior Regulatory Advisor – Notifications (Team Leader)
- 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.

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	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
Collaboration	Builds constructive working relationships	Intermediate
	Communicates effectively	Intermediate
Achievement	Demonstrates accountability in delivering results	Foundation
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Intermediate

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Certificate IV in Business Administration or equivalent and/or relevant experience in a regulatory or health environment.
Experience	<p>Demonstrated experience in the provision of high quality administrative support in a complex work and high volume environment.</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</p>

	<p>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>Ability to acquire skills in the application of legislative, policy and procedure requirements 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>
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Key relationships

Internal Relationships	External Relationships
National Boards, State Boards and their committees	Registered Health Practitioners
Senior Regulatory Advisor – Notifications	Health practitioner’s legal representatives
Board Services team members	Health practitioner’s employers/ supervisors
Legal Service team members	Notifiers
Registration team members	Third parties identified in the course of managing notifications, e.g. witnesses, police and treating health practitioners.