



Aboriginal and Torres Strait
Islander Health Practice
Chinese Medicine
Chiropractic
Dental
Medical
Medical Radiation Practice
Nursing and Midwifery
Occupational Therapy
Optometry
Osteopathy
Pharmacy
Physiotherapy
Podiatry
Psychology

Australian Health Practitioner Regulation Agency

Position description

Communications Advisor

Position data

Position no.	E12194	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 National Office - Level 7, 111 Bourke Street, Melbourne
Positions reporting to this role	Nil	Status	Fixed Term to 30 June 2023
Number of indirect reports	Nil	Close date	Please refer to job advertisement

Position purpose

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.

This role includes working with internal 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.

To excel in this role you must be able to understand complex information quickly and be able to 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.

Australian Health Practitioner Regulation Agency

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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>
Analytics, evaluation and reporting	<p>Ensure work has measurable objectives, track and analyse effectiveness of communications.</p> <p>Regularly prepare, develop and report using best practice internal and external communications and engagement tools.</p> <p>Prepare regular reports on proactive and reactive activity, including analysis of high-risk topics as relevant.</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>
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	<p>Incorporate the AHPRA Way of Working into daily work practices.</p> <p>Comply with the AHPRA Code of Conduct and all other AHPRA policies and procedures.</p>

	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, or a related discipline.</p> <p>Five years' or more experience in communications 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>An excellent track record in providing outstanding customer service and working well in a team.</p> <p>Desireable</p> <p>Experience in any of these areas would be desireable, but is not necessary:</p> <ul style="list-style-type: none"> working in health, regulation or other 	<p>A high performer and excellent team player.</p> <p>Highly principled, with good judgment.</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 and editing in a variety of formats and styles for multiple</p>

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	<p>government sectors, or highly regulated sectors</p> <ul style="list-style-type: none"> • developing web and social media content, including creating videos, using a CMS and setting up webinars • supporting stakeholder engagement, or • developing and evaluating surveys. 	<p>audiences.</p>