Position description

State Manager, New South Wales

Position data

Position no.		Date	
Work level	Level 9	Review date	31 January 2018
Reports to (role)	Executive Director, Regulatory Operations	Location	Sydney Office
Operating budget	Regulatory Operations	Status	Full time, fixed term contract

Position purpose

The Australian Health Practitioner Regulation Agency is the national agency responsible for administering the National Registration and Accreditation Scheme (National Scheme) in partnership with 15 National Boards for the regulated health professions. Our eight capital city offices represent National Scheme interests with key community, professional, employer and government stakeholders within each State and Territory. Our operations are governed by the Health Practitioner Regulation National Law Act as in force in each state and territory.

The State/Territory Manager is responsible for the AHPRA office within a capital city. The primary focus is on the delivery of high quality regulatory services consistent with national policy, procedures and performance requirements. Regulatory services are delivered within a national program structure led by National Directors.

State and territory offices work in partnership with local stakeholders to ensure services provided through AHPRA are responsive to diverse local needs and conditions. As an important part of a significant and ongoing program of organisational change, State Managers also contribute operational insights into the ongoing development of regulatory policies and programs and service delivery improvements.

Key areas of focus include

- Operational management- responsibility for efficiently applying resources to ensure local delivery of regulatory services and performance consistent with national program approach and requirements, with a particular focus on national consistency, timeliness and customer experience

- People management – as change agents, leading to develop a high performance, positive and inclusive workplace culture

- Internal relations - building strong local relationships with local boards and committees and across AHPRA.

- Stakeholder engagement - leading local stakeholder engagement and relationship management with community, professional, employer and government stakeholders.

Key result areas

Accountabilities	Key Activities
Operational Leadership and Management	Oversee and lead the delivery of registration, notifications and compliance regulatory functions by the state/territory office to ensure that AHPRA delivers services in accordance with the National Law, national policies and procedures; expected performance standards and agreed delegations. Work collaboratively with other State and Territory Managers, National Directors and other staff to develop and implement operational policies and procedures to achieve nationally consistent and integrated business practices for all AHPRA operations. Proactively identify and manage any risks and/or issues at the local level that will impact delivery of the expected performance levels and/or nationally consistent ways of working. Ensure the local delivery of consistent operational, clinical and professional advice to boards about regulatory matters.Report on agreed performance measures for management of operational functions to promote an environment of positive improvement and accountability Exercise any powers delegated under the National Law. Ensure appropriate record systems are implemented and maintained for operational functions
Relationship management	Build collaborative and productive working relationships with National Boards and their committees Manage effective communication and relationships within the state/territory with key stakeholders, including community and professional associations, employers and health services and government. Build productive relationships within AHPRA to support the delivery of AHPRA's strategic priorities, the achievement of the Regulatory Operations program of work, and facilitate the delivery of nationally consistent regulatory functions. Represent AHPRA at external forums and promote awareness and understanding of the National Scheme.
People Management	Lead the development of a positive high performance culture through the creation of a trusting and supportive environment, setting clear expectations, and encouraging a culture of staff learning and wellbeing. Facilitate an environment receptive to workplace enhancements including supporting strategic initiatives in the domains of people and systems Proactively identify issues at the local level that are impacting on the ability to achieve a high performance culture and develop and

	implement strategies to appropriately address them in consultation with the National Director and/or national team.
	Create a positive work environment that encourages teamwork, collaboration and cooperation between and among teams.
	Build the capacity, capability and well-being of the totality of AHPRA's workforce based in the state/territory office to build a safe, positive, engaging and inclusive workplace culture.
Mandatory Accountabilities for all Managers	
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. Understand and apply the information contained in any AHPRA mandatory or job related training.
Workplace Health & Safety Management	Adhere to AHPRA's workplace health and safety policies and procedures. Take reasonable care for own and others health and safety. Identify and report any health and safety problem, hazard/risk or defect which may give rise to danger. Report any health and safety incident immediately and implement measures to rectify cause. Implement measures to rectify cause of any incidents. Ensure you and your staff complete all mandatory or additional workplace health and safety training as required by AHPRA. Follow any reasonable instruction by management in relation to workplace health and safety.
Customer Service	Role model and lead employees to deliver a professional, proactive, accurate, efficient, and confidential and customer focused service to a wide range of internal and external stakeholders.
Self Development	Participate in periodic performance appraisals. Proactively identify areas for self development and strategies to address them Complete agreed activities in performance improvement plans or development plans.

Key requirements

Key stakeholders	Qualifications / experience	Personal attributes
Internal CEO Executive Directors - Regulatory Operations, Policy and Strategy and Business Services National Boards and their committees, including State/Territory Boards State/Territory Managers National Directors, National Managers and functional leads Executive officers **External** Health complaints entity Health profession associations Government agencies, statutory authorities and peak bodies Community organizations Employers Health services	**Required** Tertiary degree qualification in relevant discipline. Significant management experience preferably in a national or cross-jurisdictional context. **Desirable** Postgraduate qualifications in a relevant discipline. Senior Management experience in a statutory environment leading regulatory functions Health related experience	**Achieves results:** sets high standards of performance for self and others, displays drive and commitment to objectives and an ability to plan and organise self and others to achieve results. **Critical thinking:** is a strategic thinker, demonstrating an understanding of how governments regulate in the public interest, has sound analytical, conceptual and problem solving skills and capacity to provide robust advice to support decision making. **Communication skills:** is a fluent communicator, with high level interpersonal and written communication skills, together with experience in leading change. A persuasive public speaker with the ability to represent AHPRA externally at forums and meetings. **Collaboration:** is organisationally and culturally aware, with a strong track record of building constructive and respectful relationships with stakeholders and within their organisation, including the ability to lead collaborative efforts across diverse teams to deliver business outcomes. **Flexibility:** is adaptable, responsive and develops the capacity for change within their teams, leads the introduction new ideas and ways of working, cooperates well with other managers in the pursuit of organisational goals, responds and adjusts easily to changing work demands and circumstances including the occasional need to work outside of business hours or travel to attend meetings interstate. **Integrity:** shows high level of professionalism and probity, preparedness to engage responsibly with risk, sound judgment, courage, resilience and high levels of self awareness.