

Position description: Board Services Officer - National Office

Position no.	TC297	Review date	
Work level	AHPRA Level 4	Directorate/business unit	Strategy and Policy Directorate
Reports to (role)	Manager, National Committees and Victorian Board Services	Operating budget	Strategy and Policy - Board Services
Number of direct reports	Nil	Location	AHPRA National Office - Level 7, 111 Bourke Street, Melbourne
Positions reporting to this role	Nil	Status	12 Months Fixed Term – full time
Number of indirect reports	Nil	Close date	Please refer to job advertisement

The job

The purpose of the role is to work as part of a team providing professional informed secretariat, governance and associated support to AHPRA Boards and Committees.

Organisational context

The Australian Health Practitioner Regulation Agency (AHPRA) is a national organisation established to implement a modern national regulatory system for health professionals. AHPRA and 14 National Boards work in partnership to deliver the National Registration and Accreditation Scheme, which started in Australia in 2010. The purpose of health practitioner regulation is to protect the public, by making sure that only health practitioners who have the skills, qualifications and knowledge to provide safe care are registered to do so.

AHPRA reports to the Australian Health Workforce Ministerial Council and is governed by an Agency Management Committee appointed by the Ministerial Council.

AHPRA has an office in each state and territory responsible for most operational matters and a national office in Melbourne. AHPRA supports the operations of the National Boards and their state and territory boards and committees.

AHPRA and the National Boards each have a set of responsibilities and functions that are set out in the *Health Practitioner Regulation National Law Act*, as in force in each state and territory. AHPRA and the National Boards work in partnership to regulate the professions and implement the National Scheme. This includes maintaining a national public register of health practitioners, managing concerns about the health, performance or conduct of registered practitioners, and registering practitioners who meet the standards set by the boards.

The health professions currently included in the National scheme are:

Aboriginal and Torres Strait Islander health practice	Occupational therapy
Chinese medicine	Optometry
Chiropractic	Osteopathy
Dental	Pharmacy
Medical	Physiotherapy
Medical radiation practice	Podiatry
Nursing and midwifery	Psychology

The profession of Paramedicine is expected to join the Scheme in late 2018.

Key result areas

Accountabilities	Key activities
Secretariat function	<ul style="list-style-type: none"> Assist with the management of all board and committee communications to internal and external stakeholders. Consult and liaise with program directors, managers, staff and board and committee members in relation to agenda items and papers. Contribute to the development, review and continuous improvement of secretariat procedures and the broader function. Coordinate all the arrangements for workshops, seminars, conferences, meetings, teleconferences and videoconferences. This includes room bookings, set up, catering and tidying up after the event. Liaise with internal staff to ensure the availability of all facilities and equipment as required. Record and manage decisions and actions from board and committee meetings. This includes attending meetings and taking accurate minutes, distributing outcomes to relevant parties in a timely manner and in the correct format in accordance with the AHPRA style guide. Report on and follow up decisions and actions arising from board and committee meetings. Manage board and committee documentation. This includes preparing agendas, ensuring documentation adheres to AHPRA's style, and that the content is relevant and complete. Ensure documents are stored appropriately in accordance with AHPRA records management policies, and can be retrieved easily for future reference and audit purposes.
Stakeholder management	<ul style="list-style-type: none"> Establish and maintain effective relationships with key stakeholders internally and externally via phone, email and face-to-face. Consult and liaise with relevant stakeholders and/or internal business partners to obtain information and reports on time and to the satisfaction of the Executive Officer and/or Chair. Respond promptly and courteously to stakeholder requests, collate and disseminate relevant information, resolve standard problems, escalate issues when required. Foster collaborative working relationships with board/committee chairs and executive officers as appropriate.
Governance support	<ul style="list-style-type: none"> Ensure appropriate governance arrangements are in place and observed, including ensuring review dates for Terms of Reference and related documents are actioned and that any amendments are appropriately authorised and communicated. Ensure board and associated meeting websites are accurate and up to date.
Mandatory accountabilities for all employees	
Our way of working	<ul style="list-style-type: none"> Incorporate the AHPRA Way of Working into daily work practices. Comply with the AHPRA Code of Conduct and all other AHPRA policies and procedures. Adhere to and apply the information contained in any AHPRA mandatory or job related training.
Workplace health and safety management	<ul style="list-style-type: none"> 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. 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	<ul style="list-style-type: none"> • Deliver a professional, proactive, accurate, efficient, confidential and customer focused service to a wide range of internal and external stakeholders.
Self development	<ul style="list-style-type: none"> • Participate in periodic performance appraisals. • Complete agreed activities in performance improvement plans or development plans.

Key requirements

Key stakeholders	Qualifications/experience	Personal attributes
Internal Chairs and members of national boards National Director, Board Services Executive Officers AHPRA managers and staff nationally Board Services managers and staff nationally	Required <ul style="list-style-type: none"> • Demonstrated experience in providing secretariat functions in a complex environment (corporate or public sector) ie. supporting boards, committees and sub committees • Demonstrated ability to work closely with executive and senior managers and key external stakeholders • Appropriate contemporary IT skills across common platforms Desirable Post secondary and/or tertiary qualifications combined with relevant work experience advantageous	<ul style="list-style-type: none"> • Demonstrated ability to exercise judgment and resolve issues independently • Demonstrated ability to forge and maintain productive working relationships, including the ability to use influence to support collaboration • Demonstrated adaptability and responsiveness within a rapidly evolving work environment • Well-developed communication skills, including writing of agendas, minutes and correspondence • Demonstrated ability to learn and quickly develop proficiency in new technologies and systems • Demonstrated ability to establish and maintain effective administrative systems and high-level organisational and coordination skills • Demonstrated ability to prioritise and meet tight deadlines • High level knowledge about AHPRA's purpose and context is vital - an understanding of how governments regulate in the public interest, consultation processes and probity issues • Strong service ethos and focus on meeting the expectations and requirements of internal and external customers. Uses customer feedback to improve service.