

Regulatory Advisor – Notifications (*Assessments or Investigations*)

Role data

Position no.	Multiple	Work Area Profile	Notifications
Work Level Classification	Level 6	Directorate/Business Unit	Regulatory Operations
Reports to (role)	Senior Regulatory Advisor – Notifications (Team Leader)	Location	Adelaide, Darwin, Melbourne, Brisbane or Perth
No. direct reports	Nil	No. of indirect reports	Nil
Version date	Current	Tenure	12 months 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

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

Reporting to a Senior Regulatory Advisor, Notifications (Team Leader), a Regulatory Advisor, Notifications is responsible for developing and implementing plans to assess and manage concerns raised about the health, performance and conduct of a registered health practitioner.

The case management process for notifications is a collaborative team-based approach to gathering, reviewing, and assessing information to provide timely, consistent, quality regulatory advice and recommendations to the Boards. It also relies on the application of an agreed risk assessment tool and proactive engagement with notifiers and health practitioners across all stages of a notification.

Key Accountabilities

- *Actively participate in activities and demonstrate behaviours that enable a positive, team-based performance culture and staff wellbeing.*
- *Case manage notifications consistent with agreed risk thresholds, current legislation, relevant principles, established policies and procedures and the delegated authority of the Board ¹, considerate of the experience of notifiers and practitioners.*
- *Actively participate in case management strategies such as investigation case conferencing and rapid case reviews.*
- *Provide high quality briefings and advice related to the management of notifications to decision-makers, senior management and staff.*

¹ The Board refers to National Boards and their delegates as captured in the relevant national board instrument of delegations and the Ahpra instrument of sub-delegation to staff

- Prepare high quality reports, correspondence and agenda papers to support timeliness, consistency and quality in regulatory decision making.
- Effectively and appropriately manage relationships with practitioners, notifiers, witnesses and third parties, including undertaking regular updates.
- Participate in cross-function collaboration with other areas of Ahpra in the management of relevant cases.
- Manage administrative complaints and feedback as per agreed processes, including the escalation of any identified risks and responding to resulting process changes.
- Exercise decisions under the National Law as delegated in the CEO's Instrument of Sub-delegations.
- Other duties as directed by Senior Regulatory Advisor – Notifications (Team Leader).
- 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	Foundation
	Generates and delivers the strategic vision	Intermediate
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Advanced
Collaboration	Builds constructive working relationships	Advanced
	Communicates effectively	Advanced
Achievement	Demonstrates accountability in delivering results	Advanced
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Advanced

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Degree in relevant field (legal, health, criminology, policy, regulation) or equivalent and/or relevant experience in related areas including health services and regulatory contexts
Experience	<p>Demonstrated experience in the conduct of professional standards investigations or case management in a sensitive and complex environment.</p> <p>Demonstrated ability to apply legislative, policy and procedural requirements as they relate to a regulatory environment.</p> <p>Demonstrated ability to apply advanced problem-solving, analytical and conceptual skills and exercise judgment and resolve issues independently.</p> <p>Advanced written communication skills including experience in writing reports and recommendations, preparing correspondence and agenda items.</p> <p>Advanced interpersonal skills with the ability to build and maintain productive working relationships with a range of internal and external stakeholders.</p> <p>Advanced oral communication skills with the ability to deal with difficult and challenging stakeholders.</p> <p>Advanced organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines whilst ensuring attention to detail.</p> <p>Ability to work collaboratively and effectively as part of a team environment and also show initiative and work independently when required.</p>

Key relationships

Internal Relationships	External Relationships
National Director – Notifications	General public
State and Territory Managers	Notifiers
Operations Manager Notifications (Intake and Assessment)	Health practitioners
Senior Regulatory Advisor – Notifications (Intake and Assessment)	Legal representatives/insurers
Notifications teams	Courts
Registrations teams	Other regulatory entities, government agencies and statutory authorities
Monitoring and Compliance teams	
Legal Services teams	