

Role Name: Senior Aboriginal and Torres Strait Islander Notifications Officer

Role data

Position no.	E12115	Work Area Profile	Aboriginal and Torres Strait Islander Health Strategy Unit
Work Level Classification	Level 6	Directorate/Business Unit	Strategy and Policy
Reports to (role)	Aboriginal and Torres Strait Islander Program Manager	Location	Brisbane, Canberra, Hobart or Melbourne
No. direct reports	Nil	No. of indirect reports	Nil
Version date	13 January 2022	Tenure	Fulltime Ongoing

Work area profile

Ahpra's overall purpose 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

Strategy and Policy exists to protect the public through whole of National Scheme strategy, policy, engagement and regulatory governance functions that are effective and responsive. The directorate provides high quality services that are national and run across the professions we regulate. The directorate works in partnership with National Boards and collaboratively with accreditation authorities and key partners.

Commitment to cultural safety for Aboriginal and Torres Strait Islander Peoples

Ahpra and the National Scheme, in partnership with the [National Scheme's Aboriginal and Torres Strait Islander Health Strategy Group](#) (the Strategy Group) have committed to eliminating racism within healthcare in Australia.

Ahpra, as the health practitioner regulator, aims to make patient safety the norm for Aboriginal and Torres Strait Islander Peoples by ensuring registered health practitioners are practising their profession in a culturally safe way.

This commitment is demonstrated in the development and implementation of its key strategies:

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- [National Scheme's Aboriginal and Torres Strait Islander Health and Cultural Safety Strategy 2020-2025 \(the Strategy\)](#)
- [Aboriginal and Torres Strait Islander Employment Strategy 2020-2025](#)
- [Ahpra Innovate Reconciliation Action Plan \(RAP\)](#)

Ahpra is committed to improving the representation of Aboriginal and Torres Strait Islander Peoples in employment across all levels of the National Scheme to be representative of the communities in which we operate and serve.

Role purpose

You'll be responsible for leading an exciting reform project to embed cultural safety for Aboriginal and Torres Strait Islander Peoples in notifications/complaints processes.

You'll work with the newly formed Culturally Safe Notifications Working Group chaired by an Aboriginal Board member to provide specialist advice and achieve project deliverables.

Reporting to the Program Manager (Identified) you'll be positioned within the Aboriginal and Torres Strait Islander Health Strategy Unit (HSU) and support the implementation of the [National Scheme's Aboriginal and Torres Strait Islander Health and Cultural Safety Strategy 2020-2025](#) and work across the agency to embed cultural safety into the business and operations of Ahpra and in the healthcare system.

You'll work collaboratively with internal and external stakeholders. Success in this role derives from the ability to influence others to practice cultural safety and to understand and respect Aboriginal and Torres Strait Islander ways of working and engaging in relation to complaints processes.

You'll work closely with the Program Manager, Culturally Safe Notifications Working Group, the Aboriginal and Torres Strait Islander Health Strategy Group and regulatory operations staff to drive the delivery of this reform project.

Special/Equal Opportunity Measures

Ahpra considers that being Aboriginal and/or Torres Strait Islander is a genuine occupational requirement for this position.

This position is only open to Aboriginal and/or Torres Strait Islander applicants.

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and the following state/territory legislation:

- s25 of the Anti-Discrimination Act 1991 (QLD)
- sub-s56(2) of the Equal Opportunity Act 1984 (SA)
- sub-s26(3) and s28 12 of the Equal Opportunity Act 2010 (VIC)
- s 42(d) of the Discrimination Act 1991 (ACT)
- sub-s35(1)(b)(ii) of the Anti-Discrimination Act 1996 (NT)
- s41 of the Anti-Discrimination Act 1998 (TAS)

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- s50 Equal Opportunity Act 1984 (WA)
- s14(d) Anti-Discrimination Act 1977 (NSW)

Key accountabilities

- Lead and bring cultural safety matters for consideration and decision to the Culturally Safe Notifications Working Group, HSU, the Aboriginal and Torres Strait Islander Health Strategy Group and other key stakeholders.
- Provide specialist advice that guides the Culturally Safe Notifications Working Group and other stakeholders:
 - on culturally safe notifications/complaints case management within Ahpra and the Boards, and
 - the development of culturally safe notification/complaints policies, processes, practices and resources
- Support managing the implementation of the Aboriginal and Torres Strait Islander program of work, including providing clear and positive leadership for the HSU and stakeholders.
- Develop and maintain trusted working relationships with key stakeholders, particularly the Chair of the Culturally Safe Notifications Working Group and co-chairs of the Aboriginal and Torres Strait Islander Health Strategy Group.
- Develop policy briefs, consultation papers, memoranda, agenda papers that help stakeholders understand the program and support a cross-profession approach.
- Professionally resolve stakeholder conflict with tact and diplomacy.
- Proactively identify risks to the program of work, develop and recommend means of mitigation.
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants meaning to:
 - Take reasonable care for own and others' health, safety and wellbeing
 - 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.

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Capabilities	Proficiency level
Commits to customer service	Advanced
Displays leadership	Intermediate
Generates and delivers the strategic vision	Intermediate
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Builds constructive working relationships	Advanced
Communicates effectively	Advanced
Demonstrates accountability in delivering results	Intermediate
Uses information and technology systems	Intermediate
Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	Degree level qualification in health or public policy or similar and/or equivalent experience. Qualifications and/or experience in the Aboriginal and Torres Strait Islander health sector would be highly regarded.
Experience	Highly developed interpersonal, influencing and relationship-building skills, including an ability to communicate effectively and persuasively with stakeholders, particularly Aboriginal and Torres Strait Islander stakeholders.

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	<p>Demonstrated ability to build consensus in complex and multi-stakeholder environments, including the ability to escalate issues appropriately, collaborate on solutions and provide insightful recommendations and advice.</p> <p>Possesses understanding, demonstration of, and strong respect for, Aboriginal and Torres Strait Islander Peoples and cultural safety.</p> <p>Well-developed strategic thinking and ability to identify opportunities, plan, execute and review in a way which delivers on strategic outcomes.</p> <p>Demonstrated strong written communication skills and experience developing and writing policy or processes.</p> <p>Organisational skills including excellent time management skills and the ability to prioritise workload in response to time critical targets.</p>
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Key relationships

Internal relationships	External relationships
Aboriginal and Torres Strait Islander Health Strategy Unit (HSU)	Aboriginal and Torres Strait Islander health sector organisations
Aboriginal and Torres Strait Islander Health Strategy Group	
Culturally Safe Notifications Working Group	
Executive team	
Regulatory Operations	
Communications team	

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