

Role Name: Accreditation Support Officer

Role data

Position no.	E12675	Work Area Profile	Accreditation
Work Level Classification	Level 4	Directorate/Business Unit	Strategy and Policy
Reports to (role)	Senior Accreditation Officer	Location	Melbourne
No. direct reports	Nil	No. of indirect reports	Nil
Version date	September 2021	Tenure	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 Accreditation Committees established by National Boards, the Program Accreditation Team, within Ahpra's Accreditation Unit, manages the delivery of accreditation functions for the Aboriginal and Torres Strait Islander Health Practice, Chinese Medicine, Medical Radiation Practice, Paramedicine and Podiatry professions.

We do this by providing expert advice guidance, and operational and secretariat support, to the Accreditation Committees and assessment teams; and managing nationally consistent service delivery policies, processes and documentation, to deliver a coordinated and consistent experience for education providers. The Program Accreditation Team also supports the Accreditation Committees to monitor approved education programs and respond to issues in a timely and appropriate way to manage risk to public safety.

Role purpose

The role is responsible for providing exceptional day-to-day support of the Program Accreditation Team and its workplan and consistently achieving a high level of customer satisfaction.

With a focus on Ahpra's values to deliver high performance, the Accreditation Support Officer plays an important role in ensuring operational and secretariat service provided by the Program Accreditation Team is consistent with current legislation, published accreditation standards and processes, established policy and procedures, agreed principles and any risk thresholds.

Key accountabilities

- Prepare agendas and meeting papers for committee and assessment team meetings in accordance with agreed service delivery standards and time frames.
- Record and/or manage decisions and actions or outcomes from meetings, depending upon the nature of the meeting. This may include scheduling and/or attending meetings and taking accurate minutes, distributing outcomes to relevant parties in a timely manner and in an agreed format.
- Manage committee and assessment team documentation. This includes preparing agendas and, in partnership with Program Accreditation Team and other Accreditation Unit colleagues, ensuring that the content is relevant and complete.

- Assist with the management of all committee communications to internal and external stakeholders. Consult and liaise with Program Accreditation Team, committee members, assessors and Accreditation Unit colleagues and other Ahpra staff in relation to agenda items and papers.
- Contribute to the development, review and continuous improvement of operational and/or secretariat procedures and the broader function.
- Coordinate any necessary arrangements for meetings and associated activities. This includes room bookings, catering and ensuring appropriate technology is available depending on the nature of the meeting.
- Liaise with internal staff to ensure the availability of all facilities and equipment as required.
- Ensure documents are stored appropriately in accordance with Ahpra records management policies and can be retrieved easily for future reference and audit purposes.
- Process scheduled accreditation fee invoices, and attendance and expense claims for committee members and assessors.
- Establish and maintain effective relationships with key stakeholders internally and externally via phone, email and face-to-face.
- 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 committee members as appropriate.
- 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.

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

Uses information and technology systems	Intermediate
Displays personal drive and integrity	Intermediate

Qualifications/Experience	Required
Qualifications	Post-secondary and/or tertiary qualifications combined with relevant work experience advantageous.
Experience	<p>Demonstrated experience in providing secretariat functions in a complex environment (corporate or public sector) i.e. supporting boards, committees and sub-committees</p> <p>Demonstrated ability to work closely with executive and senior managers and key external stakeholders</p> <p>Demonstrated proficiency using a range of information systems – particularly the Microsoft Office Suite (Outlook, Word, Excel)</p> <p>Knowledge of and experience using Diligent Boards would be advantageous</p> <p>Outstanding interpersonal skills and ability to work effectively as a member of a small team that adheres to the values of Ahpra and prides itself on a strong sense of team culture.</p> <p>Outstanding communication skills – both written and verbal with the ability to consult and liaise with program directors, managers, staff and committee members with confidence.</p> <p>Ability to multitask and prioritise work to meet deadlines and work with a high degree of accuracy</p> <p>Ability to deal appropriately with sensitive, confidential information.</p> <p>Shows initiative and can anticipate issues or problems and escalate appropriately</p>

Key relationships

Internal relationships	External relationships
Accreditation Committee Chairs and members	Education providers
Accreditation assessors	Professional associations and industry bodies
Manager, Program Accreditation	Other accreditation authorities
Senior Accreditation Officers	
Accreditation Officers	
Accreditation Policy Coordinator	
Specialist Accreditation Advisor	
National Board Executive Officers	
Ahpra Payroll and Finance Staff	