

## Position Description

### Notifications Support Officer

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#### Position data

Position no.	Multiple	Review Date	January 2019
Work level	Level 3	Directorate/business unit	Regulatory Operations
Reports to (role)	Team Leader, Notifications	Operating budget	National Notifications
Number of direct reports	Nil	Location	Various
Positions reporting to this role	Nil	Status	Full time, fixed term
Number of indirect reports	Nil	Close Date	Please refer to job advertisement

#### Position purpose

The Notification Support Officer will be responsible for the provision of a broad range of administration services to support the work of the Notifications team. As part of this the role will be required to undertake tasks including but not limited to:

- the processing of notifications,
- dealing with enquiries from internal and external stakeholders including practitioners and the general public
- developing and maintaining correspondence
- following the relevant document management process, and
- completing all internal administrative duties.

Accountabilities	Key Activities
<b>Notifications</b>	<ul style="list-style-type: none"> <li>• Provide an efficient phone service for the public and health practitioners engaging in the notification process.</li> <li>• Input data onto the Pivotal CRM to record all incoming notifications by telephone, mail, fax or electronic communication.</li> <li>• Correspond with external parties to clarify and confirm details relevant to notifications.</li> <li>• Review and summarise historical practitioner documentation relevant to notifications.</li> </ul>
<b>General Administration</b>	<ul style="list-style-type: none"> <li>• Provide administrative assistance for the processing of notifications including responding to notification enquiries, managing correspondence, preparation for board/committee meetings, and following through on any actions required.</li> <li>• Undertake any other duties as directed by a Team Leader or Manager.</li> <li>• Ensure efficient and effective processes are in place for the accurate recording and tracking of information relating to notifications.</li> <li>• Meet required deadlines in the preparation and distribution of material for assigned committee /board meetings.</li> <li>• Consult with other notification officers to determine the course of action required on notifications and to provide the necessary support and coordination of workflow.</li> <li>• Regularly communicate with the notifier and health practitioner to provide advice, assistance and to inform of the progress of the notification.</li> <li>• Liaise with other agencies/organisations as required to obtain relevant information pertaining to the notification.</li> </ul>
<b>Stakeholder Information Management</b>	<ul style="list-style-type: none"> <li>• Develop and maintain a positive rapport and effective working relationships with internal and external stakeholders.</li> <li>• Respond promptly to stakeholder requests, collate and disseminate relevant information, resolve standard problems, escalate issues when required, and effectively prioritise responses to stakeholders.</li> </ul>
<b>Mandatory Accountabilities for all Employees</b>	
<b>Our way of working</b>	<p>Incorporate the AHPRA Way of Working into daily work practices.</p> <p>Comply with the AHPRA Code of Conduct and all other AHPRA policies and procedures.</p> <p>Adhere to and apply the information contained in any AHPRA mandatory or job related training.</p>
<b>Workplace Health &amp; Safety Management</b>	<p>Adhere to AHPRA's workplace health and safety policies and procedures.</p> <p>Take reasonable care for own and others health and safety.</p>

	<p>Identify and report any health and safety problem, hazard/risk or defect which may give rise to danger.</p> <p>Report any health and safety incident immediately and implement measures to rectify cause.</p> <p>Complete all mandatory or additional workplace health and safety training as required by AHPRA.</p> <p>Follow any reasonable instruction by management in relation to workplace health and safety.</p>
<b>Customer Service</b>	Deliver a professional, proactive, accurate, efficient, confidential and customer focused service to a wide range of internal and external stakeholders.
<b>Self Development</b>	<p>Participate in periodic performance appraisals.</p> <p>Complete agreed activities in performance improvement plans or development plans.</p>

## Key requirements

Key stakeholders	Qualifications / experience	Personal attributes
<p><b>Internal</b></p> <p>Notifications team members Legal team members Board members Board services team members Registration team members</p> <p><b>External</b></p> <p>Heath practitioners Heath practitioners legal representatives Health practitioner's employers/ supervisors Notifiers Third parties identified in the course of the investigations, e.g. witnesses, police and treating health practitioners.</p>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in providing support across a range of administrative activities including but not limited to telephony, correspondence, document and file management and finance and data entry.</li> <li>• Demonstrated computer literacy with high proficiency in a range of applications including Microsoft Office – Word &amp; PowerPoint. Especially high proficiency in excel and confident to work with various in-house systems.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• A Certificate IV or above in Business Management (or equivalent demonstrated experience)</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated organisational and problem solving skills, including the ability to effectively prioritise and manage multiple tasks and deadlines.</li> <li>• Demonstrated attention to detail and the ability to data entry information with a high degree of accuracy.</li> <li>• Keeps the customer (internal and/or external) as the focal point of all activity; strives to address customer needs and concerns.</li> <li>• Listens, interprets and accurately converses in a clear manner, providing timely delivery of information.</li> <li>• Ability to work collaboratively and effectively as part of a small team environment and also show initiative and work independently when required.</li> <li>• Ability to cope with change and setbacks and demonstrate resilience in a changing environment.</li> </ul>

