

## Accreditation Officer

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### Role data

<b>Position no</b>	E12096	<b>Work area profile</b>	Accreditation
<b>Work Level Classification</b>	Level 5	<b>Directorate/Business Unit</b>	Strategy and Policy
<b>Reports to (role)</b>	Senior Accreditation Officer	<b>Location</b>	Melbourne
<b>No. direct reports</b>	Nil	<b>No. indirect reports</b>	Nil
<b>Version date</b>	May 2021	<b>Tenure</b>	Fixed-term Full time

### 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](http://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 and 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

Reporting to the Senior Accreditation Officer, the Accreditation Officer works as a member of the Program Accreditation Team to implement the Program Accreditation Team workplan and effectively support delivery of accreditation functions for the Aboriginal and Torres Strait Islander health practice, Chinese medicine, medical radiation practice, paramedicine and podiatry professions.

With a focus on Ahpra's values to deliver high performance, the Accreditation Officer plays an important role in ensuring engagement with education providers and advice, guidance and support to accreditation assessment teams is consistent with current legislation, published accreditation standards and processes, established policy, procedures and practices, agreed principles, risk thresholds and stakeholder engagement plans.

The role is responsible for day-to-day case management of accreditation assessment applications and monitoring responses submitted by education providers, and consistently achieving a high level of education provider and assessment team satisfaction.

The role will work closely with other members of the Program Accreditation Team and apply the following key accountabilities to meet the purpose:

## Key accountabilities

- Work as part of the Program Accreditation Team to implement agreed workplans, effectively managing own workload and competing priorities to maintain quality and provide a high standard of timely and risk-based advice, guidance and support to assessment teams, including during site visits.
- Deliver customer focused efficient and accurate case management of accreditation applications and other documents submitted by education providers consistent with current legislation, published accreditation standards and processes, established policy, procedures and practices, agreed principles, risk thresholds and stakeholder engagement plans
- Effectively prioritise responses to education providers to ensure a high level of customer satisfaction
- Speak with education providers about non-sensitive and non-complex issues when required, and escalate potentially sensitive and complex issues to the Senior Accreditation Officer
- Prepare assessment and monitoring reports and related agenda papers that reflect established policy, procedures and practices, agreed principles and any risk thresholds, and if required, speak to the reports and papers at meetings
- Prepare concise and accurate correspondence to advise education providers and National Boards of outcomes of accreditation applications and monitoring responses, consistent with established policy, procedures and practices
- Report regularly to the Senior Accreditation Officer on status of assigned program accreditation tasks
- Provide timely advice to the Senior Accreditation Officer on issues affecting implementation of own workplan, including case management of accreditation applications and other documents submitted by education providers and advice, guidance and support to assessment teams
- Resolve problems of a recurrent nature within established guidelines and agreed thresholds of risk and complexity
- Exercise judgement to escalate issues and problems to the Senior Accreditation Officer when they are outside the scope of established guidelines or when risk or complexity exceeds agreed thresholds
- Participate in the review and continuous improvement of procedures and practices related to operational and secretariat service delivery provided to Accreditation Committees and assessment teams
- Identify opportunities to develop own capability to perform assigned program accreditation tasks, effectively manage own workload and prioritise work
- Implement new and modified accreditation standards and processes in accordance with established operational policy, procedures and practices, and workplans
- Contribute to responses to stakeholder requests, including consultations, consistent with agreed stakeholder engagement plans
- Escalate stakeholder requests and issues within established guidelines and agreed thresholds of risk and complexity
- Contribute to Program Accreditation Team projects as required
- Other accountabilities as may be reasonably assigned by the Senior Accreditation Officer
- Health Safety and Wellbeing: 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;
  - 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	Intermediate
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Builds constructive working relationships	Intermediate
Communicates effectively	Intermediate
Demonstrates accountability in delivering results	Intermediate
Uses information and technology systems	Intermediate
Displays personal drive and integrity	Intermediate

Qualifications/Experience/Skills	Required
Qualifications	Diploma/degree in business administration, management or other relevant field or equivalent relevant experience.

<b>Experience/skills</b>	<p>Demonstrated experience supporting an executive team, committee or board to implement policy or processes in a complex environment, preferably within regulation or education</p> <p>Demonstrated experience in understanding, interpreting and applying standards, procedures and policies, preferably in regulation or education</p> <p>Highly developed and effective written, oral and interpersonal skills, including a demonstrated ability in writing accurate and concise reports, agenda papers and letters, and presenting information to committees and/or teams</p> <p>Well-developed problem-solving, analytical and conceptual skills as they relate to interpretation of information, including the ability to effectively use relevant technology to find information.</p> <p>Highly developed organisational skills, including the ability to prioritise and manage multiple tasks and deadlines and deliver quality accurate work, as a member of a team</p> <p>Demonstrated ability to be adaptable, responsive, coping well under pressure, responding and adjusting easily to changing work demands and circumstances including the occasional need to work outside of business hours or travel to attend meetings interstate.</p> <p>Well-developed relationship building capabilities across a broad range of stakeholders</p> <p>Well-developed ability to exercise judgment and resolve issues and problems within established guidelines and agreed thresholds of risk and complexity, and escalate issues as required</p>
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## Key relationships

Internal Relationships	External Relationships
Accreditation Committee Chairs and members Accreditation assessors Program Accreditation Team members Teams in the Accreditation Unit Specialist Accreditation Advisor Executive Officers Strategy and Policy Directorate Other directorates within Ahpra	Education providers Professional Associations TEQSA ASQA