

Manager Coaching and Assessment (Projects)

Role Data

Position no.	E12105	Work Area Profile	Registration
Work Level Classification	Level 7	Directorate/Business Unit	Regulatory Operations
Reports to (role)	National Manager – Program Management	Location	Flexible
No. direct reports	4	No. of indirect reports	Nil
Version date	22 July 2022	Tenure	FTC 12 months

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

In partnership with the National Boards, AHPRA's, Regulatory Operations Directorate, Registration division ensure only practitioners who have the skills and qualifications to provide safe care to the Australian community are registered to practise their profession. AHPRA publishes registers of practitioners (the national register) so that important information about the registration of individual health practitioners is available to the public.

Role purpose

The purpose of the Manager Coaching and Assessment (Projects) is to lead a small team of Regulatory Advisors (Coaching and Assessment) who support the Regulatory Operations Directorate. The role will be responsible for the ongoing delivery of technical training, and the evaluation of future focussed functional and organisational development needs aligned to AHPRA's overall learning and development framework and Business Transformation Program.

The Manager Coaching and Assessment (Projects) will guide the coordination, development and implementation of training across a large function, and play a key role in organisational change initiatives relating to policy, process and/or systems.

A critical aspect of this role is to work in partnership with People and Culture to identify future-focused learning and development strategies, and to assess opportunities for future integration of elements of the Coaching and Assessment function within Ahpra's wider Learning and Development team.

Key Accountabilities

- Assess current and future training needs focussed on change in knowledge, skills, and abilities in a risk-based environment.
- Oversee and contribute to activities that assess technical competency and role proficiency.
- Monitor, evaluate, and provide guidance on technical instructional-led training and facilitator presentation skills.
- Monitor and evaluate the quality and consistency of training delivery throughout the learning life cycle.
- Provide strong operational leadership to the Coaching and Assessment team and oversee:
 - Management of all training programs in accordance with business needs, and regulatory requirements.

- Development of instructor led training materials (course outlines, background material, instructional guides, and training artefacts)
- Preparation and delivery of high quality technical training programs for various streams within the registration function
- Preparation and delivery of instructor led training, digital/multimedia, and other computer-based training
- Preparation of training material, session plans and classroom agendas.
- Delivery of presentations and webinars.
- Assessment of training plans to ensure employees receive valuable and high-quality learning.
- Form partnerships with managers to assist them in the development of their team members through career pathing/succession planning
- Perform other duties as directed by the National Manager – Registration (Program Management).
- 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.
- People Management: Achieving organisational goals by effectively managing the team's and team members' workplace performance. This means to:
 - Enhance and encourage direct reports' potential through development and coaching activities;
 - Take actions to close identified performance gaps in a timely and effective manner;
 - Comply with AHPRA performance objectives setting, review and development processes;
 - Motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modeling AHPRA standards of behaviour.

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	Advanced
	Displays leadership	Advanced
	Generates and delivers the strategic vision	Intermediate
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Foundation
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	<p>Cert IV in Training and Assessment required</p> <p>Diploma/Degree in Adult Education desired</p> <p>Diploma in Leadership and Management or Advanced Diploma in Leadership and Management desired</p>
Experience	<p>Demonstrated experience in the development, implementation and delivery of online and blended learning solutions, including transformational change projects that address ways of working, policy and/or system-based change.</p> <p>Demonstrated experience and the ability to recognise and resolve critical and sensitive issues and provide high level, authoritative advice.</p> <p>Demonstrated experience in training delivery and operational experience in organisations that undertake high-risk activities or address high-risk outcomes through their operation.</p> <p>Excellent interpersonal/communication skills, ability to work collaboratively in teams and manage relationships with a wide range of stakeholders.</p> <p>Excellent organisational skills including time management skills plus the ability to prioritise workloads in response to time critical targets.</p> <p>Excellent problem solving and analytical skills in interpretation of information.</p> <p>Excellent leadership, coaching and management skills.</p> <p>Excellent communication skills, ability to liaise, negotiate, consult, resolve conflict and manage change.</p> <p>Ability to prepare, conduct and evaluate technical training programs.</p>

Key relationships

Internal Relationships	External Relationships
National Director of the relevant division	Training providers
National Manager/s of the relevant division	
National Manager – Program Management	
Operational leadership roles of the relevant divisions	
Regulatory Operations teams across all divisions	
Strategy and Policy Directorate	
Business Services Directorate	
Regulatory Advisors – Registration (Coaching and Assessment)	