

## Position description

### Notifications/ Investigations Officer

---

#### Position data

<b>Position no.</b>	Various	<b>Review Date</b>	9 July 2018
<b>Work level</b>	AHPRA Level 6	<b>Directorate/business unit</b>	Regulatory Operations
<b>Reports to (role)</b>	Manager or Team Leader, Notifications	<b>Operating budget</b>	Notifications
<b>Number of direct reports</b>	Nil	<b>Location</b>	Various
<b>Positions reporting to this role</b>	Nil	<b>Status</b>	Expression of Interest
<b>Number of indirect reports</b>	Nil	<b>Close Date</b>	Please refer to job advertisement

#### Organisational context

The Australian Health Practitioner Regulation Agency (AHPRA) is a national organisation established to implement a national regulatory system for health practitioners. AHPRA and 15 National Boards work in partnership to deliver the National Registration and Accreditation Scheme, which started in Australia on 1 July 2010 (18 October 2010 for Western Australia). The purpose of health practitioner regulation is to protect the public by making sure that only health practitioners who have the skills, qualifications and knowledge to provide safe care are registered to do so.

AHPRA reports to the Australian Health Workforce Ministerial Council and is governed by an Agency Management Committee appointed by the Ministerial Council.

AHPRA has an office in each state and territory and a national office in Melbourne, Victoria. AHPRA supports the operations of the National Boards and their state and territory Boards and committees.

AHPRA and the National Boards each have a set of responsibilities and functions that are set out in the Health Practitioner Regulation National Law, as in force in each state and territory. AHPRA and the National Boards work in partnership to regulate the professions and implement the National Scheme. This includes maintaining a national public register of health practitioners, managing complaints and concerns about the health, performance or conduct of registered practitioners, and registering practitioners who meet the standards set by the Boards.

The health professions currently included in the National scheme are:

- Aboriginal and Torres Strait Islander Health Practice
- Chinese Medicine
- Chiropractic
- Dental
- Medical
- Medical Radiation Practice
- Nursing and Midwifery
- Occupational Therapy
- Optometry
- Osteopathy
- Paramedicine
- Pharmacy
- Physiotherapy
- Podiatry
- Psychology

## Position purpose

A notification is a complaint or concern regarding the health, conduct or performance of a health practitioner or student who is registered with a National Board. The notification process is one of two major regulatory functions of the National Boards, the other being the registration of practitioners. A notification might alert a National Board to concerns about public safety and may require Board action impacting upon the practitioner's registration and scope of practice. Effective and efficient management of notifications is important both to the public and the professions themselves.

Investigators manage all incoming notifications that AHPRA receive about health practitioners from patients or their families, other health practitioners, employers, including those that are received via the health complaint entities in each state and territory. This includes assessing and investigating complaints or concerns and contributing to the management of those that result in health and performance assessment.

## Key result areas

Accountabilities	Key Activities
<b>File Management</b>	<p>Planning and conducting assessments and investigations into notifications concerning health professionals' impairment, performance or conduct under the National Law</p> <p>Requesting, obtaining and analysing relevant information relating to the notification</p> <p>If required, interviewing relevant parties and drafting high quality witness statements relevant to investigations</p> <p>If required, conducting inspections including interviewing third parties and witnesses</p> <p>Documenting evidence and preparing high quality reports and recommendations in accordance with the National Law, incorporating findings for consideration by the relevant Board or committee</p> <p>Seeking approval on reports and recommendations prior to submitting an agenda paper for the relevant Board consideration</p> <p>Advising the relevant health entities of the decision of the Board</p> <p>If required, liaising with and assisting legal counsel in the preparation and conduct of matters to be dealt with by panels, tribunals and committees</p> <p>As directed, negotiating undertakings and other actions to effectively and appropriately deal with notifications about health practitioners with them, their insurers and legal representatives</p> <p>Preparing concise and accurate correspondence, to advise the notifier and registrant of Board outcomes and keep them informed during the notifications process</p> <p>Ensure briefing papers and reports are evidence based to enable effective decision-making across AHPRA and the Boards.</p> <p>Ensuring compliance with AHPRA's nationally agreed notification processes</p>
<b>Administrative Support</b>	<p>Effectively maintaining confidential records and filing systems</p> <p>Ensuring the Pivotal database is updated constantly throughout the notifications' process</p> <p>Contributing to the development, review and continuous improvement of procedures related to the management and reporting of notifications</p>

<b>Stakeholder engagement</b>	<p>Developing and maintaining a positive rapport and effective working relationships with internal and external stakeholders</p> <p>Responding to stakeholder requests, collating and disseminating relevant information, resolving problems, escalating issues when required, and effectively prioritising responses to stakeholders</p>
<b>Other</b>	Undertaking other duties as directed by the Director or Manager Notifications
<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 planning and review.</p> <p>Complete agreed activities in performance improvement plans or development plans.</p>

## Key requirements

Key stakeholders	Qualifications / experience	Personal attributes
<b>Internal</b> State Manager Director, Notifications Notifications Team Registration Team Legal Team Boards and Committees <b>External</b> General Public Notifiers Health Practitioners Legal representatives / insurers Health Complaints Entities Other regulatory entities, government agencies and statutory authorities	<b>Required</b> Previous experience in the conduct of professional standards investigations or case management in a sensitive and complex environment  Relevant tertiary qualification (for example lawyer, journalist or a health practitioner)  Ability to apply legislation, policies and procedures in a regulatory environment Intermediate to advance MS Office Skills  Experience operating in a virtual team and / or in a matrix management model  <b>Desirable</b> Previous experience in a health or regulatory sector	Strong problem-solving, analytical and conceptual skills together with a demonstrated ability to exercise sound judgment and resolve issues independently in a sensitive and complex environment  Well developed interpersonal and oral communication skills with the ability to build and maintain productive working relationships with a wide range of internal and external stakeholders  Strong written communication skills including experience in writing reports and recommendations, preparing correspondence and agenda items  Ability to work collaboratively and effectively as part of a team environment and also show initiative and work independently as required  Strong organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines whilst ensuring attention to detail

## Key selection criteria

1. Relevant tertiary qualification such as law or experience undertaking complex investigations and making recommendations within a statutory framework.
2. Demonstrated experience managing and progressing a high volume, complex case/file load and the ability to address multiple competing priorities within established timeframes.
3. Demonstrated understanding of, and ability to apply legislation, policies and procedures in a regulatory environment and the ability to apply critical analysis to make informed recommendations.
4. Demonstrated experience writing comprehensive documents requiring a concise analysis of complex or voluminous information to be relied on by a third party.
5. Demonstrated well developed interpersonal and oral communication skills and experience delivering information in a sensitive and constructive way in correspondence, by phone or in person while building rapport and maintaining productive working relationships.