

Regulatory Advisor, Notifications

Role data

Position no.	Multiple	Work Area Profile	Notifications
Work Level Classification	Level 6	Directorate/Business Unit	Regulatory Operations
Reports to (role)	Senior Regulatory Advisor, Notifications	Location	Any location (Not Sydney)
No. direct reports	Nil	No. of indirect reports	Nil
Version date	February 2022	Tenure	Ongoing and fixed terms contract

Work area profile

Ahpra supports safe and professional practice by health practitioners to enable access to safer healthcare for the community. Website: www.ahpra.gov.au

In partnership with 15 National Boards, the Notifications function assesses and manages concerns raised by members of the public about a registered health practitioner who is registered with a National Board whose profession is regulated by the National Scheme.

Ahpra is committed to providing regular support to all employees ensuring their health and wellbeing.

Role purpose

Reporting to a Senior Regulatory Advisor, Regulatory Advisors, work within a team-based environment and are responsible for resolving complaints about practitioners in a regulatory context.

Through the application of the National Law, risk assessment framework and proactive engagement with notifiers and health practitioners across all stages of a notification, Regulatory Advisors work with Clinical Advisors gathering, reviewing, and assessing information to provide timely, consistent, quality regulatory advice and recommendations to the relevant Board to support strengthened and safer practice by practitioners.

Key Accountabilities

- **Case Management**
In a regulatory context, manage administrative complaints about health practitioners including the escalation of any identified risks by actively applying risk frameworks, current legislation, established policies, procedures and exercise decisions under the National Law as delegated in the CEO's Instrument of Sub-delegations. Participate in case management strategies such as investigation case conferencing and rapid case reviews.
- **Stakeholder Engagement and Collaboration**
With consideration to the stakeholder's' experience, and in the pursuit of delivering results, effectively and appropriately manage relationships with practitioners, notifiers, witnesses and third parties, including undertaking regular updates and participating in cross-function collaboration with other areas of Ahpra.

- Communication and Facilitation**
 Gather and synthesize sensitive information related to the management of notifications and generate advice, consistently producing high quality reports, briefings, correspondence and agenda papers within set timeframes that when presented to decision-makers, boards, senior management and staff will aid regulatory decision making.
- Team work and Adaptability**
 Participate in activities and demonstrate behaviours that enable a positive, team-based performance culture. Contribute and adapt business improvements that create process changes and perform other duties as directed by Senior Regulatory Advisor, Notification.
- Wellbeing**
 Adhere to Ahpra’s workplace health, safety and wellbeing policies and procedures to ensure a safe working environment by taking reasonable care for own and others’ health, safety and wellbeing.
Note: At times manage potentially distressing case information, reviewing material that may include graphic images, physical and psychological harm and or sexual assault.

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	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	Advanced
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	
Desired Qualifications	<p>Tertiary degree and/or relevant experience within:</p> <ul style="list-style-type: none"> • Health services • Complaint and dispute resolution • an Ombudsman office • Investigation and policing • a Legal field
Demonstrated Experience	<p>Applying advanced problem-solving, analytical and conceptual skills and exercise judgment and resolve issues independently.</p> <p>Applying legislative, policy and procedural requirements as they relate to a regulatory environment.</p> <p>Investigating conduct of professional standards or case management in a sensitive and complex environment.</p> <p>Advanced written communication skills including writing reports and recommendations, preparing correspondence and agenda items.</p> <p>Advanced interpersonal skills and ability to build and maintain productive working relationships with a range of internal and external stakeholders at all levels.</p> <p>Advanced oral communication skills and able to deal with difficult and challenging stakeholders.</p> <p>Advanced organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines whilst ensuring attention to detail.</p> <p>Ability to work collaboratively and effectively as part of a team environment and also show initiative and work independently when required.</p>

Key relationships

Internal Relationships	External Relationships
National Director, Notifications	General public
Notifications leadership team	Notifiers
Notifications teams	Health practitioners
Registrations teams	Legal representatives/insures
Monitoring and Compliance teams	Courts
Legal Services teams	Other regulatory entities, government agencies and statutory authorities