

## Regulatory Officer – Registration

### Role data

<b>Position no.</b>	TBC	<b>Work Area Profile</b>	Registration
<b>Work Level Classification</b>	Level 2	<b>Directorate/Business Unit</b>	Regulatory Operations
<b>Reports to (role)</b>	Regulatory Advisor – Registration Team Leader (Express)	<b>Location</b>	Multiple
<b>No. direct reports</b>	Nil	<b>No. of indirect reports</b>	Nil
<b>Version date</b>	02 July 2018	<b>Tenure</b>	Fulltime – Fixed term and ongoing contracts

### Work area profile

AHPRA's overall mission 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 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

Reporting to the Regulatory Advisor – Registration Team Leader (Express), the Regulatory Officer – Registration will be responsible for undertaking a range of administrative tasks for the purpose of providing efficient and accurate assessing and processing of applications and other documents for registration and renewal of registration in accordance with the with the Regulatory Principles for the National Scheme, the National Law, registration standards, guidelines, and national organisational policies and procedures with a focus on AHPRA's values to deliver high performance.

### Key Accountabilities

- *Deliver customer focused, efficient, and accurate assessing and processing of applications and other documents for registration of health practitioners consistent with current legislation, established policy, procedures and the delegated authority of the Board.*
- *Complete accurate registration assessments where delegated, including lodgement, assessment and finalisation for registration and renewal applications within the required timeframes and key performance indicators.*
- *Ensure a timely and service oriented approach is taken towards all requests, applications, and enquiries received via multiple channels of contact from all stakeholders.*
- *Assist in maintaining the register of health practitioners ensuring that information that is entered is up to date and accurate.*
- *Provide timely and accurate processing of all correspondence according to AHPRA's procedures and service standards.*
- Other duties as directed by the Regulatory Advisor – Registration Team Leader (Express).

- 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.

Values	Capabilities	Proficiency Level
<b>Service</b>	Commits to customer service	Foundation
	Displays leadership	Elementary
	Generates and delivers the strategic vision	Elementary
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Elementary
<b>Collaboration</b>	Builds constructive working relationships	Elementary
	Communicates effectively	Elementary
<b>Achievement</b>	Demonstrates accountability in delivering results	Elementary
	Uses information and technology systems	Elementary
	Displays personal drive and integrity	Elementary

## Qualifications/experience

Qualifications/Experience	Required
<b>Qualifications</b>	Certificate II in Business Administration or equivalent and/or relevant experience.
<b>Experience</b>	<p>Demonstrated ability to work within a complex administrative environment.</p> <p>Demonstrated experience using Microsoft Office applications for email, word processing, spreadsheets and data bases and an ability to learn and adapt to new systems.</p> <p>Demonstrated attention to detail and the ability to process data entry information with a high degree of accuracy.</p> <p>Sound interpersonal, written and oral communication skills and experience in dealing with people at all levels.</p> <p>Sound organisation skills including excellent time management skills plus the ability to prioritise workload in response to time critical targets.</p> <p>Ability to work independently as well as in a team environment to deliver assigned workload.</p> <p>Ability to problem solve, analyse and interpret information and established procedures.</p> <p>Some experience in providing support across a range of administrative activities including but not limited to telephony, correspondence, document and file management.</p>

## Key relationships

Internal Relationships	External Relationships
National Boards, State Boards and their committees	Applicants
National Manager/s Registration	Registered Health Practitioners
Senior Regulatory Advisor/s – Registration	General Public
Regulatory Advisor – Registration Team Leader (Express)	
Registration teams	