

Engagement Liaison Officer (State/Territory)

Position no.	various	Work Area Profile	Engagement
Work Level Classification	Level 4	Directorate/Business Unit	Strategy and Policy
Reports to (role)	State/Territory Manager	Location	State/Territory
No. of direct reports	0	No of indirect reports	0
Version date	April 2021	Tenure	Various

Work area profile

The Australian Health Practitioner Regulation Agency (Ahpra) is the national agency responsible for administering the National Registration and Accreditation Scheme (National Scheme) in partnership with 15 National Boards for the regulated health professions.

With offices in each State and Territory, Ahpra represents National Scheme interests with key community, professional, employer and government stakeholders with local operations governed by the Health Practitioner Regulation National Law Act as in force in each State / Territory.

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.

Role purpose

Reporting to the [State/Territory] Manager, the Engagement Liaison Officer (State/Territory) facilitates engagement and partnership with internal and external stakeholders in line with Ahpra's national goals. This role is also responsible for monitoring and assessing service delivery levels leading to improvements that provides quality outcomes for stakeholders and the Engagement function.

Working closely with the [State/Territory] Manager, the role is accountable for providing confidential support and professional advice in the fulfilment of the State and Territory Manager role within Ahpra's Engagement function. In particular, State and Territory Managers are responsible for:

- Engagement with internal and external stakeholders in alignment with the National Scheme Engagement Strategy
- Building collaborative and productive working relationships with local boards and committees.
- Providing a senior presence and leadership in each State and Territory office.

While the Engagement Liaison Officer (State/Territory) is a [jurisdiction]-based role, the Engagement Liaison Officer (State/Territory) also works collectively and cohesively on designated nationally focused activities that contributes to the objectives and deliverables of the national Engagement function.

Key Accountabilities

- Proactively coordinate internal and external stakeholder engagement as required by the [State/Territory] Manager.
- Work collaboratively with other State and Territory Managers and their Engagement Liaison Officers to implement Ahpra's Engagement Strategy 2020-2025.
- Coordinate liaison activities on behalf of the [State/Territory] Manager, including arrangements for visiting internal and external stakeholders, welcoming and/or onboarding new staff and Board members, local office communications, event coordination/management,

and representing the [State/Territory] Manager where appropriate.

- Collaborate with the [State/Territory] Manager and the Engagement function on stakeholder engagement planning, projects and reporting, as required. These projects include those with Ahpra wide strategic impact requiring regular interaction with the broader Engagement team network.
- Provide high-quality and confidential secretariat support and professional advice to the [State/Territory] Manager, including diary management, meeting support, and electronic file management.
- Consult and liaise with relevant stakeholders and/or internal business partners to obtain information and reports as required.
- Respond promptly and professionally to stakeholder requests, collate and disseminate relevant information, resolve problems, and escalate risks and/or issues appropriately.
- Review, identify, recommend and implement efficiency and effectiveness improvements to their team's services and processes.
- Foster collaborative working relationships with internal and external stakeholders, as appropriate.
- Provide local office management support and administrative leave cover as required.
- Work with the [State/Territory] Manager to support local and national reconciliation and health, safety and wellbeing initiatives.
- Be flexible and adaptable to changes in the Ahpra operating environment and responsive to stakeholders' needs.
- 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	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	Foundation
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
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Qualifications/experience

Qualifications/Experience	Required
Qualifications	Certificate IV or Diploma of Business administration, or relevant work experience.
Experience	<p>Strong experience providing high-level and professional and confidential secretariat support, in a dynamic environment.</p> <p>Strong stakeholder management ability in working closely with executive and senior managers and key external stakeholders.</p> <p>Well-developed proficiency in using Microsoft suite and various tele-/video-conference facilities.</p> <p>Very strong organisational skills including excellent time management skills plus the ability to prioritise workload in response to time-critical targets, while ensuring attention to detail.</p> <p>Well-developed experience in identifying and implementing service level improvements</p> <p>Well-developed communication skills, including writing of agendas, minutes and correspondence.</p> <p>Knowledge of standard office administrative practices and procedures.</p>

Key relationships

Internal Relationships	External Relationships (as required)
[State/Territory] Manager	
Peers and Executive Assistants to Executive Directors	Legal representatives and Practitioners
National Director – Engagement	Ombudspeople
Local office staff at all levels	Government agencies and statutory authorities.
National staff at all levels	Employers and Education providers
Board and Committee Chairs and members	Health peak bodies
	Complaints bodies
	Health consumer groups