

Regulatory Assistant – Registration (National Register)

Role data

Position no.	Various	Work Area Profile	Registration
Work Level Classification	Level 2	Directorate/Business Unit	Regulatory Operations
Reports to (role)	Regulatory Advisor – Registration (Quality)	Location	Sydney
No. direct reports	Nil	No. of indirect reports	Nil
Version date	02 July 2018	Tenure	Various

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

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 (Quality), the Regulatory Assistant – Registration (National Register) will with a focus on AHPRA's values to deliver high performance, support a review of the national register of practitioners and undertake activities to ensure the national register is accurate and that it reflects practitioners that are suitably qualified or otherwise entitled to hold registration as determined by the National Law and registration standards.

Key Accountabilities

- Review the register and relevant registration standards to identify the arrangement that qualifies the practitioner for registration and make appropriate records in the relevant system.
- Undertake data quality activities and investigate any anomalies that arise to provide consistency of information contained in the register.
- Recommend and/or take appropriate action under direction and in accordance with established policies and process for any records that may not meet set business rules.
- Assess and process requests for changes to the register in a manner that is consistent with established policies, processes, procedures, standards and the requirements of the National Law and national board registration standards.
- Prepare correspondence to practitioners advising them of their recorded details and any amendments required.
- Complete all work according to established process, standards, timeframes and quality benchmarks, as reviewed and agreed from time to time.
- Assist in maintaining the national register and ensuring that information that is entered is up to date, and appropriately filed.
- Other duties as directed by the Regulatory Advisor – Registration (Quality).

- 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
Service	Commits to customer service	Elementary
	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
Collaboration	Builds constructive working relationships	Foundation
	Communicates effectively	Foundation
Achievement	Demonstrates accountability in delivering results	Elementary
	Uses information and technology systems	Foundation
	Displays personal drive and integrity	Foundation

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Certificate II in Business Administration or equivalent and/or relevant experience.
Experience	<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 – Registration	General Public
Regulatory Advisor – Registration Team Leader	
Regulatory Advisor – Registration (Quality)	
Registration teams	