

Regulatory Coordinator – Compliance

Role data

Position no.	E12266	Work Area Profile	Compliance
Work Level Classification	Level 5	Directorate/Business Unit	Regulatory Operations
Reports to (role)	National Manager, Suitability and Advertising	Location	Brisbane, Melbourne
No. direct reports	Up to 10	No. of indirect reports	0
Version date	26 Nov 2021	Tenure	Ongoing

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 Compliance function, within Regulatory Operations, manages the compliance of health practitioners and students with restrictions (conditions or undertakings) placed on their registration, as well as those with suspended or cancelled registration. We do this by applying agreed risk thresholds across nationally consistent processes, to deliver a coordinated and consistent experience for practitioners and others. By investigating and responding to non-compliance in a timely and appropriate way, the Compliance function supports National Board to manage risk to public safety.

Role purpose

Reporting to and under the guidance of the National Manager, Suitability and Advertising; the Regulatory Coordinator - Compliance is responsible for coordinating the team that provides administrative support to compliance teams. It is responsible for overseeing the day to day operations of the administrative team and implementing strategies and processes that will support the national model for monitoring compliance.

Supporting compliance teams across different locations and applying Ahpra's principles for virtual teams, this role is also responsible for promoting a culture of team-collaboration and staff wellbeing, which includes the implementation of activities within their immediate team and by supporting activities implemented across the compliance function.

Key Accountabilities

- *Actively participate in activities and demonstrate behaviours that enable a positive, team-based performance culture and staff wellbeing.*
- *Provide high quality briefings and advice related to compliance monitoring to decision-makers, senior management and staff.*
- *Participate in the development and review of policies, procedures and guidelines to improve the performance of the compliance function.*
- *Establish and maintain a relationship with practitioners.*
- Activities as directed by National Manager, Suitability and Advertising.
- 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, and

- adhere to Ahpra's workplace health, safety and wellbeing policies and procedures.
- People Management: Achieving organisational goals by effectively managing the team's and team members' workplace performance. This means to:
 - enhance and encourage direct reports' potential through development and coaching activities
 - take actions to close identified performance gaps in a timely and effective manner
 - comply with Ahpra performance objectives setting, review and development processes, and
 - motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modelling Ahpra standards of behaviour.

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	Intermediate
	Generates and delivers the strategic vision	Intermediate
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Foundation
Collaboration	Builds constructive working relationships	Intermediate
	Communicates effectively	Intermediate
Achievement	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Intermediate

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Diploma/Degree in Business Administration or equivalent and/or relevant experience.
Experience	<p>Demonstrated experience in the provision of high quality administrative support in a complex work and high volume environment.</p> <p>Demonstrated experience in providing support across a range of administrative activities including but not limited to telephony, correspondence, document and file management and finance and data entry.</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 experience providing quality customer service in a complex, time pressured environment, including the ability to prioritise workload in response to time critical targets.</p> <p>Highly developed interpersonal, written and oral communication skills and experience in dealing with people at all levels.</p> <p>Highly developed problem solving and analytical skills in interpretation of information.</p> <p>Experience in or the ability to acquire skills in the application of legislative, policy and procedure requirements as they relate to a regulatory environment.</p> <p>Ability to cope with change and setbacks and demonstrate resilience in a changing environment.</p>

Key relationships

Internal Relationships	External Relationships
Senior Regulatory Advisors – Compliance	Registered Health Practitioners
Compliance team members	Health practitioners' legal representatives
National Manager/s Compliance	Health practitioner's employers/supervisors
Board Services team members	