



Aboriginal and Torres Strait  
Islander Health Practice  
Chinese Medicine  
Chiropractic  
Dental  
Medical  
Medical Radiation Practice  
Nursing and Midwifery

Occupational Therapy  
Optometry  
Osteopathy  
Pharmacy  
Physiotherapy  
Podiatry  
Psychology

Australian Health Practitioner Regulation Agency

## Notifications Officer – Queensland Office

Position number	Various
Work type	Full-time
Location	AHPRA Queensland Office - Level 18, 179 Turbot Street, Brisbane
Closing date	29 July 2013 at 4:00PM EST
Classification	Guided by the Queensland Public Health Sector Certified Agreement (No.8) 2011 (EB8) until an AHPRA Enterprise Agreement is made, which will then cover your employment with AHPRA AO6
Reporting to	Manager, Notifications
Contact	Enquiries and submission: Human Resources, <a href="mailto:jobs.qld@ahpra.gov.au">jobs.qld@ahpra.gov.au</a> +61 (07) 3149 4689

## Organisational Context

The Australian Health Practitioner Regulation Agency (AHPRA) is the national organisation established to implement a modern national regulatory system for health professionals. AHPRA and 14 National Boards work in partnership to deliver the National Registration and Accreditation Scheme, which started in Australia on 1 July 2010 (18 October 2010 for Western Australia). The purpose of health practitioner regulation is to protect the public, by making sure that only health practitioners who have the skills, qualifications and knowledge to provide safe care are registered to do so.

AHPRA reports to the Australian Health Workforce Ministerial Council and is governed by an Agency Management Committee appointed by the Ministerial Council.

AHPRA has an office in each state and territory responsible for most operational matters and a national office in Melbourne. AHPRA supports the operations of the National Boards and their state and territory boards and committees.

AHPRA and the National Boards each have a set of responsibilities and functions that are set out in the *Health Practitioner Regulation National Law Act*, as in force in each state and territory. AHPRA and the National Boards work in partnership to regulate the professions and implement the National Scheme. This includes maintaining a national public register of health practitioners, managing concerns about the health, performance or conduct of registered practitioners, and registering practitioners who meet the standards set by the Boards.

The health professions currently included in the National scheme are:

Aboriginal and Torres Strait Islander Health Practice  
Chinese Medicine  
Chiropractic

Occupational Therapy  
Optometry  
Osteopathy

Dental  
Medical  
Medical Radiation Practice  
Nursing and Midwifery

Pharmacy  
Physiotherapy  
Podiatry  
Psychology

## The Job

The purpose of the role is to manage notifications that result in assessment and investigation.

## Key Result Areas

The Notifications Officer is responsible for:

### Investigations

- Planning and conducting assessments and investigations into notifications concerning health professionals' impairment, performance or conduct under the National Law
- Requesting, obtaining and analysing relevant information relating to the notification
- If required, interviewing relevant parties and drafting witness statements relevant to investigations
- If required, conducting inspections including interviewing third parties and witnesses
- Documenting evidence and preparing the report and recommendations in accordance with the National Law, incorporating findings for consideration by the relevant board or committee
- Seeking approval on reports and recommendations prior to submitting an agenda paper for the relevant board consideration
- Advising the relevant health entities of the decision of the board
- If required, liaising with and assisting legal counsel in the preparation and conduct of matters to be dealt with by panels, tribunals and committees
- As directed, negotiating undertakings and other actions to effectively and appropriately deal with notifications about health practitioners with them, their insurers and legal representatives
- Preparing correspondence, to advise the notifier and registrant of board outcomes
- Ensuring the Pivotal database is updated constantly throughout the notifications' process
- Ensuring compliance with AHPRA's nationally agreed notification processes

### Administrative Support

- Effectively maintaining confidential records and filing systems
- Contributing to the development, review and continuous improvement of procedures related to the management and reporting of notifications
- Undertaking other duties as directed by the Director or Manager Notifications

### Stakeholder Management

- Developing and maintaining a positive rapport and effective working relationships with internal and external stakeholders
- Responding to stakeholder requests, collating and disseminating relevant information, resolving problems, escalating issues when required, and effectively prioritising responses to stakeholders

### Our Way of Working

- Incorporate the AHPRA Way of Working into daily work practices
- Comply with the AHPRA Code of Conduct and all other AHPRA policies and procedures
- Understand and apply the information contained in any AHPRA mandatory or job related training

### Service

- Improve the customer experience for the public, health practitioners, employers and other stakeholders
- Lead employees to deliver a professional, proactive, accurate, efficient, confidential and customer focused service

### Workplace Health and Safety Management

- Adhere to AHPRA's workplace health and safety policies and procedures and following any reasonable instruction by management
- Take reasonable care for own and others health and safety

- Report any health and safety problem, hazard/risk or defect which may give rise to danger and immediately implement measures to rectify cause
- Complete workplace health and safety training as required by AHPRA

## Selection Criteria

The ideal applicant is someone who has the following:

### Skills & Experience

- Knowledge and experience in the conduct of investigations or case management in a sensitive and complex environment
- Demonstrated ability to apply legislative, policy and procedural requirements as they relate to a regulatory environment
- Strong problem-solving, analytical and conceptual skills together with a demonstrated ability to exercise sound judgment and resolve issues independently
- Strong written communication skills including experience in writing reports and recommendations, preparing correspondence and agenda items
- Well developed interpersonal and oral communication skills with the ability to build and maintain productive working relationships with a wide range of internal and external stakeholders
- Strong organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines whilst ensuring attention to detail
- Ability to work collaboratively and effectively as part of a team environment and also show initiative and work independently when required

### Qualifications

- A relevant tertiary qualification in law or a health profession is preferable