

## Role: Social worker, Notifier Support Service

<b>Position no.</b>	TBC	<b>Work area profile</b>	Legal Services
<b>Work Level Classification</b>	EA L6	<b>Directorate/Business Unit</b>	Office of the CEO
<b>Reports to (role)</b>	Lead Social Worker, Notifier Support Service	<b>Location</b>	Various
<b>No. direct reports</b>	0	<b>No. of indirect reports</b>	0
<b>Version date</b>	February 2026	<b>Tenure</b>	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.

The Notifier Support Service sits within the National Legal Practice at Ahpra and works to support regulatory operations and the office of the CEO in the work it undertakes in carrying out Ahpra's core regulatory and legal function.

### Role purpose

The social worker will provide professional, empathetic and high-quality process and procedural support to people who notify Ahpra of serious concerns about registered health practitioners. They will play a key role in a new small team within Ahpra – the notifier support service.

### Key accountabilities

- Manage a caseload, working cooperatively with notifications and legal staff, external legal firms and other relevant stakeholders, to ensure a high standard of service and support to victims and witnesses. This will include ensuring they are informed about and prepared for tribunal hearings and legal processes, where relevant. The role does not include providing counselling to individuals.
- Provide assistance, information and referrals to notifiers (victims and witnesses) identified as being eligible for the service. The initial focus will be limited to those notifiers whose matters involve in boundary breaches and sexual misconduct.
- Contribute to developing and reviewing service policies, procedures and standards.
- Monitor and report on their caseload and issues arising with their cases.
- Foster a culture of early engagement, clear communication, respect and participation with victims and witnesses. Contribute to building a healthy, respectful team culture with the other social worker(s) in the notifier support service
- Offer professional feedback and advice to the Lead Social Worker and the Professional Misconduct Unit about the operation of the notifier support service.
- Contribute to Ahpra and National Board regulatory strategies and policies that support the work of the National Scheme, as appropriate.
- Work closely with the research team to ensure the evaluation plan is completed.
- Other duties as directed by the Lead Social Worker
- 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. Here is the complete list of capabilities and proficiency level required for this position.

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

Qualifications/Experience	Required
<b>Qualifications</b>	Degree in social work is essential
<b>Experience</b>	<p>Extensive case management experience that includes providing assistance, support, information and referral to victims or witnesses in long-running and emotionally fraught legal cases.</p> <p>Sound knowledge of the legal system, including courts.</p> <p>Excellent interpersonal communication skills and the ability to liaise with and provide advice to staff, senior management and other relevant internal and external stakeholders.</p> <p>Proven ability to work in a demanding environment and provide guidance to others in managing complex and sensitive situations and issues.</p> <p>Experience working as part of a multidisciplinary team and demonstrated ability to use initiative, self-awareness and sound judgement.</p>

## Key relationships

Internal relationships	External relationships
Notifications team	Notifiers
National Legal Service	External contracted legal firms
Sexual Boundary Notifications Committee	Agencies and services across Australia offering a range of services, including housing, psychological and financial counselling
Regulatory Experience and Engagement team	
Lead Social Worker	