

Role: Social worker, Notifier Support Service

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

The Notifier Support Service sits within the National Legal Practice at Ahpra and works to support Health Regulation 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, trauma informed, empathetic and high-quality emotional and procedural support to people who notify Ahpra of serious concerns about registered health practitioners. They will play a key role in a 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 notifiers and witnesses. This will include ensuring they are informed about and prepared for investigative and legal processes and tribunal hearings, where relevant. The role does not include providing counselling to individuals.
- Provide proactive, targeted support, information and referral pathways to notifiers and witnesses identified as being eligible for the service. Current focus is limited to those victim survivors whose matters involve sexual misconduct and family and domestic violence.
- Contribute to developing and reviewing service policies, procedures and standards.
- Monitor and report on their caseload and apply specialist knowledge to identify any issues arising with their cases.
- Foster a culture of early engagement, clear communication, respect and participation with notifiers and witnesses. Contribute to building a healthy, respectful team culture with the other social worker(s) in the Notifier Support Service and the broader organisation.
- Offer professional feedback and advice to the Lead Social Worker and Legal Health Regulation about the operation of the notifier support service and any key trends or issues related to notifiers and witnesses.
- Contribute to Ahpra and National Board regulatory strategies and policies that support the work of the National Scheme, as appropriate.
- Work closely with internal stakeholders to contribute to ongoing improvement of the notifier support service.
- 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
Service	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
Collaboration	Builds constructive working relationships	Advanced
	Communicates effectively	Advanced
Achievement	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Foundation
	Displays personal drive and integrity	Highly advanced

Qualifications/Experience	Required
Qualifications	Degree in social work is essential
Experience	<p>Extensive case management experience that includes providing assistance, support, information and referral to victims or witnesses in long-running and emotionally challenging legal cases.</p> <p>Extensive experience and proven ability to provide trauma informed navigation and support to victim survivors of sexual harm and Family, Domestic and Sexual Violence.</p> <p>Experience working with Aboriginal and Torres Strait peoples demonstrating social work practice which is focused on embedding cultural safety and responsiveness.</p> <p>Demonstrated experience in working inclusively and respectfully when responding to people with diverse cultural, linguistic, social and individual needs.</p> <p>Demonstrated knowledge of investigative and legal processes, including courts.</p> <p>Advanced 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>
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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 sexual assault, Family, Domestic and Sexual Violence, housing, psychological and financial counselling
Regulatory Experience and Engagement team	
Lead Social Worker	