

Senior Regulatory Advisor – Registration

Role data

Position no.	TBC	Work Area Profile	Registration
Work Level Classification	Level 7	Directorate/Business Unit	Regulatory Operations
Reports to (role)	National Manager – Registration (Express, Case Management, International)	Location	Multiple
No. direct reports	Up to 6	No. of indirect reports	Up to 40
Version date	02 July 2018	Tenure	Fixed Term

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 National Manager – Registration (Express, Case Management or International), the Senior Regulatory Advisor – Registration works across the registration functions, manages and leads team/s to ensure applications for registration are processed in a timely manner consistent with the Regulatory Principles for the National Scheme, the National Law, registration standards, guidelines, and national organisational policies and procedures. With a focus on AHPRA's values to drive high performance, the Senior Regulatory Advisor – Registration is a regulatory expert that provides a point of escalation and technical direction and support to staff to enable performance of the team at the expected level, whilst providing operational support to the National Manager Registration about regulatory activities. This role will present matters for the stream to relevant boards and committees and guide consistent recommendations and decision making for the registration functions.

Key Accountabilities

- *Deliver customer focused efficient, accurate assessing and processing of applications and other documents for registration of health practitioners consistent with current legislation, established policy, procedures and the delegated authority of the Board.*
- *Lead the registration team/s to ensure the registration process is handled consistently, professionally and in accordance with the National Law, registration standards, guidelines, and national organisational policies and procedures.*
- *Deliver consistent, authoritative and high-quality advice and recommendations to all stakeholders, specifically to registration boards and committees, underpinned by the regulatory principles for the National Scheme.*
- *Provide expertise across a range of areas including applications for registration and renewal, endorsements and registrant management processes and interpretation of the National Law as it applies to registration, seeking legal advice on policy positions and individual matters as required.*

- *Administer and ensure that delegated provisions as prescribed in the National Law are exercised, adhered to and consistent across all members of the team/s.*
- *Ensure that the register of health practitioners is maintained with accurate and up-to-date information and that record management and filing systems are maintained.*
- Actively monitors high risk and challenging registration cases, providing support and guidance to staff where required.
- Work with board's and committees and AHPRA staff to provide consistent recommendations and decision making for registration related matters.
- Provide recommendations for improvements to national registration systems, processes and procedures.
- Perform other duties as directed by the National Manager – Registration (Express, Case Management or International).
- 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:
 - o Take reasonable care for own and others' health, safety and wellbeing;
 - o 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:
 - o Enhance and encourage direct reports' potential through development and coaching activities;
 - o Take actions to close identified performance gaps in a timely and effective manner;
 - o Comply with AHPRA performance objectives setting, review and development processes;
 - o Motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modeling 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	Advanced
	Displays leadership	Advanced
	Generates and delivers the strategic vision	Intermediate
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Advanced
Collaboration	Builds constructive working relationships	Advanced
	Communicates effectively	Advanced
Achievement	Demonstrates accountability in delivering results	Advanced
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Advanced

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Advanced Diploma/Degree in Business Administration or equivalent and/or relevant experience. Advanced Diploma in Leadership and Management or equivalent and/or relevant leadership experience.
Experience	Demonstrated experience in the management of registration teams in a complex regulatory environment. Demonstrated ability to interpret and apply legislative, policy and procedural requirements as they relate to a regulatory environment. Demonstrated experience in managing a large team and the ability to develop a high performing, results driven culture. Demonstrated ability to recognise and resolve critical and sensitive issues and provide high level, authoritative advice. Demonstrated ability to identify and manage risk in a regulatory environment. Excellent interpersonal/communication skills, ability to work collaboratively in teams and manage relationships with a wide range of stakeholders. Excellent organisational skills including excellent time management skills plus the ability to prioritise workload in response to time critical targets. Excellent problem solving and analytical skills in interpretation of information. Excellent leadership, coaching and management skills. Excellent communication skills, ability to liaise, negotiate, consult, resolve conflict and manage change.

Key relationships

Internal Relationships	External Relationships
National Boards, and their delegates	Applicants
National Director – Registration	Health Registrants
National Manager/s Registration (Express, Central and International)	General Public
Regulatory Operations Directorate	Other health professional associations, regulatory entities, government agencies and statutory authorities
Registration teams	