

Role Description

Assistant Program Officer

Cluster	NSW Health
Agency	Health Professional Councils Authority
Division/Branch/Unit	Health Professional Councils Authority (administrative unit of HAC) / Health System Support
Location	Sydney CBD
Classification/Grade/Band	Grade 3/4
Role Number	771801 771802 771803 771805 771806 771808 771811
ANZSCO Code	531111
PCAT Code	1337172
Date of Approval	September 2023
Agency Website	www.hpca.nsw.gov.au

Agency overview

The Health Professional Councils Authority (HPCA) is an administrative body of the Health Administration Corporation and is an executive agency of the Ministry for Health. The HPCA provides regulatory services and the administrative and functional support to each of the 15 New South Wales Health Professional Councils, in their primary role to protect the public. The HPCA is a rewarding organisation offering cultural diversity and flexible working conditions whilst continually promoting NSW Health CORE values.

For more information go to www.health.nsw.gov.au and www.hpca.nsw.gov.au.

Primary purpose of the role

The Assistant Program Officer provides administrative and clerical support services as part of an HPCA team that supports the functions of one or more NSW Health Professional Councils. The role supports the Councils to protect the health and safety of the public through the regulation of health practitioners in NSW.

Roles will be allocated responsibility in one or more areas:

- Managing complaints about health practitioners received by the Councils
- Administrative and secretariat duties to support the efficient management of Council functions
- Managing a caseload of health practitioners whose professional performance or professional conduct may be unsatisfactory or whose health may be impaired.

Key accountabilities

- Identifying potentially serious complaints and restrictions (conditions and suspensions) and helping to assess the associated risk
- Managing a caseload of complaints or of health practitioners at various stages of the Councils' regulatory processes
- Draft written correspondence in the form of reports and briefs for assessment and in accordance with time frames and legislative requirements
- Undertake clerical duties and administrative services to support the efficient management of complaints and Council/Committee decisions within set timeframes

- Scheduling and supporting meetings, interviews, assessments and hearings including booking appointments, travel, meeting rooms and catering and preparing and distributing agendas and briefs
- Maintaining the database and records management system to ensure the availability of up to date, accurate and compliant information while safeguarding the privacy of complainants and practitioners
- Respond to telephone enquiries and correspondence from stakeholders to provide accurate and timely information about the complaints process including referrals to other agencies as required
- Identify opportunities to develop improvements in relevant processes and policies and contribute to the continuous improvement focus of the HPCA and Councils.

Key challenges

- Managing competing priorities in a high volume work environment while ensuring attention to detail in managing records, following agreed processes and in monitoring restrictions on practitioners as necessary
- Engaging with complainants and health practitioners with sensitivity, observing high levels of confidentiality
- Identifying issues that may be contentious or need immediate action by a Council

Key relationships

Who	Why
Internal	
HPCA Staff	• Work collaboratively in managing regulatory matters • Seek direction, provide feedback and discuss issues
External	
Members of Council/Committees, Reviews Interview panels and other groups established by the Councils	• Maintain collaborative relationships • Provide support services and assistance
Health Care Complaints Commission, Australian Health Practitioner Regulatory Agency, Ombudsman's Office, Medicare, Pharmaceutical Services	• Exchange information, as required. • Provide and seek advice in relation to complaints.
Parties involved in the monitoring of restrictions including auditors, supervisors, appointed health practitioners, drug and alcohol testing agencies and employers	• Arrange monitoring and scheduling activities; seek and provide information and advice
Health practitioners, students, indemnifiers, and legal representatives	• Respond to inquiries on a range of matters
The public and complainants	• Respond to inquiries on a range of matters

Role dimensions

Decision making

Decisions that can be made by the role include:

- Identifying potential serious complaints
- Preparing routine letters and correspondence
- Providing advice within guidelines and requirements.

Decisions that are referred/advised to the supervisor include:

- Potentially serious complaints or potential breaches of restrictions
- Complex matters where the officer lacks knowledge or that are not clearly defined in policy or law
- Major policy issues or policy changes to accommodate emerging and recurring issues
- Matters where the course of action is not clear or that involve conflicts or may cause conflicts
- Matters that need a higher delegated authority including contractual or financial commitments
- Matters that may need submission to the HPCA management, the Minister's Office, or the Ministry of Health
- Approval of documents for public distribution or sensitive internal documents
- Changes to work processes that may change the roles and responsibilities of other staff
- Media enquiries.

Reporting line

Program Officer, Intake and Assessment / Principal Nursing and Midwifery / Team Leader

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- High level of understanding of confidentiality and privacy requirements or the ability to acquire this understanding quickly; ability to be sensitive and discreet in a range of situations
- Administrative skills and a high level of attention to detail
- Demonstrated ability to work in a team based environment
- General understanding of legislative frameworks and their application.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework.

Capability summary

The full list of capabilities and the level required for this role are set out below. The focus capabilities appear in bold. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	- Adapt existing skills to new situations - Show commitment to achieving work goals - Show awareness of own strengths and areas for growth and develop and apply new skills - Seek feedback from colleagues and stakeholders - Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	- Focus on key points and speak in 'Plain English' - Clearly explain and present ideas and arguments - Listen to others when they are speaking and ask appropriate, respectful questions - Monitor own and others' non-verbal cues and adapt where necessary - Prepare written material that is well structured and easy to follow by the intended audience - Communicate routine technical information clearly
Results Plan and Prioritise	Foundational	- Plan and coordinate allocated activities - Re-prioritise own work activities on a regular basis to achieve set goals - Contribute to the development of team work plans and goal setting - Understand team objectives and how own work relates to achieving these
Business Enablers Technology	Foundational	- Display familiarity and confidence in the use of core office software applications or other technology used in role - Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation - Understand information, communication and document control policies and systems, and security protocols - Comply with policies on acceptable use of technology