Aboriginal and Torres Strait Islander Regulatory Officer (Registration)

Role data

Position no.	TBA	**Work Area Profile**	Registration
Work Level Classification	Level 3	**Directorate/Business Unit**	Regulatory Operations
Reports to (role)	Engagement & Support Regulatory Advisor – Registration (Team Leader)	**Location**	Brisbane
No. direct reports	Nil	**No. of indirect reports**	Nil
Version date	13 April 2022	**Tenure**	

Work area profile

Ahpra's overall purpose 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 public register) so that important information about the registration of individual health practitioners is available to the public.

Commitment to cultural safety for Aboriginal and Torres Strait Islander Peoples

Ahpra and the National Scheme, in partnership with the National Scheme's Aboriginal and Torres Strait Islander Health Strategy Group (the Strategy Group) have committed to eliminating racism within healthcare in Australia.

Ahpra, as the health practitioner regulator, aims to make patient safety the norm for Aboriginal and Torres Strait Islander Peoples by ensuring registered health practitioners are practising their profession in a culturally safe way.

This commitment is demonstrated in the development and implementation of its key strategies:

- *National Scheme's Aboriginal and Torres Strait Islander Health and Cultural Safety Strategy 2020-2025 (the Strategy)*
- *Aboriginal and Torres Strait Islander Employment Strategy 2020-2025*
- *Ahpra Innovate Reconciliation Action Plan (RAP)*

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Ahpra is committed to improving the representation of Aboriginal and Torres Strait Islander Peoples in employment across all levels of the National Scheme to be representative of the communities in which we operate and serve.

Role purpose

You'll be responsible for supporting the development of a culturally safe registration service for Aboriginal and Torres Strait Islander registered practitioners across 16 health professions. Increasing Indigenous health workforce participation is a key deliverable for Ahpra and registering to practice is a critical interface to achieving that.

Reporting to the Engagement & Support Regulatory Advisor – Registration (Team Leader) , you'll be positioned within the National Registration Team and support the implementation of the Strategy and work across the registration function to embed cultural safety into the business and operations of Ahpra and in the healthcare system.

You'll work with the Engagement & Support Regulatory Advisor – Registration (Team Leader) to provide specialist registration advice and achieve project deliverables. Both Identified Registration Officer roles will collaborate and receive support from the Aboriginal and Torres Strait Islander Health Strategy Unit (HSU). The HSU is responsible for leading the implementation of the Strategy, the RAP and working with the Strategy Group.

You'll support activities to embed cultural safety expertise by:

- providing support for Aboriginal and Torres Strait Islander applicants and registrants;
- informing continuous improvement of policies and processes;
- supporting relationships with employers, professional associations and other key stakeholders in the health sector in support of critical health workforce needs that affect community.

Working in collaboration with an extensive range of key internal and external stakeholders, success in this role derives from:

- the ability to effectively manage a caseload of applicants/registrants with strong customer service whilst gaining a detailed understanding of the National Law and internal registration practices and processes;
- your strong connection to Aboriginal and Torres Strait Islander Peoples, communities and culture and working, knowing and living as an Aboriginal and/or Torres Strait Islander person.

Special/Equal Opportunity Measures

Ahpra considers that being Aboriginal and/or Torres Strait Islander is a genuine occupational requirement for this position.

This position is only open to Aboriginal and/or Torres Strait Islander applicants.

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and the following state/territory legislation:

- s25 of the Anti-Discrimination Act 1991 (QLD)
- sub-s56(2) of the Equal Opportunity Act 1984 (SA)
- sub-s26(3) and s28 12 of the Equal Opportunity Act 2010 (VIC)

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- s 42(d) of the Discrimination Act 1991 (ACT)
- sub-s35(1)(b)(ii) of the Anti-Discrimination Act 1996 (NT)
- s41 of the Anti-Discrimination Act 1998 (TAS)
- s50 Equal Opportunity Act 1984 (WA)
- s14(d)Anti-Discrimination Act 1977 (NSW)

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.
- Manage caseload by analysing data and dashboards and exercise delegated provisions consistent with the National Law.
- Provide Aboriginal and Torres Strait Islander registrant engagement services that support students, applicants and registrants through registration and renewal processes and/or issues and improve the registration experience.
- Contribute to the development, review and continuous improvement and cultural safety of registration processes.
- Actively coordinate information flow and coordinate information requests via the Indigenous registrant mailbox, service requests and/or other escalations from within the function, the wider Ahpra and/or externally.
- Establish and maintain strong collaborative working relationships with internal and external stakeholders to successfully identify emerging issues, influence and negotiate positive outcomes and facilitate effective resolution of issues with minimal risk to Ahpra.
- Provide professional advice and support to stakeholders and advice on lagging or non-deliverable risk in the achievement of functional objectives and outcomes.
- Professionally resolve stakeholder conflict with tact and diplomacy.
- Proactively identify risks to the program of work, develop and recommend means of mitigation.

  Other duties as directed by the Engagement & Support Regulatory Advisor – Registration (Team Leader)
- 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.

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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.

Capabilities	Proficiency Level
Commits to customer service	Intermediate
Displays leadership	Elementary
Generates and delivers the strategic vision	Foundation
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Foundation
Builds constructive working relationships	Intermediate
Communicates effectively	Intermediate
Demonstrates accountability in delivering results	Intermediate
Uses information and technology systems	Foundation
Displays personal drive and integrity	Intermediate

Qualifications/experience

Qualifications/ Experience	Required
Qualifications	Qualifications and/or experience in the Aboriginal and Torres Strait Islander health sector would be highly regarded

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Experience	Well-developed interpersonal, influencing and relationship-building skills, including an ability to communicate effectively and persuasively with stakeholders, particularly Aboriginal and Torres Strait Islander stakeholders Possesses a thorough understanding, demonstration of, and strong respect for, Aboriginal and Torres Strait Islander Peoples and cultural safety Ability to work collaboratively and effectively as part of a team environment and also show initiative and work independently when required Demonstrated ability to apply legislative, policy and procedural requirements as they relate to a regulatory environment Demonstrated ability to apply advanced problem-solving, analytical and conceptual skills and exercise judgment and resolve issues independently Demonstrated written communication skills Quality organisational skills including excellent time management skills plus the ability to prioritise workload in response to time critical targets.

Key relationships

Internal Relationships	External Relationships
Aboriginal and Torres Strait Islander Health Strategy Unit	Applicants
National Manager - Registration	Registered health practitioners
Senior Regulatory Advisor - Registration	Aboriginal and Torres Strait Islander health sector organisations
Senior Regulatory Officer - Registration	
Registration teams	
Regulatory Advisor Registration Process Specialists	

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