



REGISTRATION ASSESSMENT OFFICER REGISTRATION SERVICES PROGRAM

Role title	Registration Assessment Officer, Queensland	EAO00185 EAO00190
Reports to	Senior Registration Officer, Corporate Services, Queensland	
Classification	Queensland Public Health Sector Certified Agreement (No.7) 2008 (EB7) AO3	
Salary	\$49,160 - \$54,829	
Location	AHPRA Queensland - State Offices - Level 18, 179 Turbot Street, Brisbane, Queensland	
Date	July 2010	

Organisational context

The Australian Health Practitioner Regulation Agency (AHPRA) is a new national agency established to improve the quality and safety of Australia's health services through a modernised national regulatory system for health professionals.

AHPRA has an office in each State and Territory responsible for the majority of operational matters and a national office in Melbourne. AHPRA reports to a Ministerial Council and is governed by an Agency Management Committee appointed by the Ministerial Council. AHPRA supports the operations of the national boards for each profession covered by the scheme, and the State and Territory boards and committees established by the national boards.

The services to be provided by AHPRA to the National Boards employ best practice approaches to regulation and cover registration functions, the management of a national public register of health practitioners, the receipt of complaints on behalf of the Boards and, subject to decisions by States and Territories, responsibility to the Boards for the highest standards of professional investigations and disciplinary prosecutions.

The ten health professions included in the scheme from operational commencement on 1 July 2010 are:

• Chiropractic	• Osteopathy
• Dental	• Pharmacy
• Medical	• Physiotherapy
• Nursing and midwifery	• Podiatry, and
• Optometry	• Psychology.

The new scheme will enable health professionals to register once to work throughout Australia, reduce red tape, improve safeguards for the public and promote a flexible, responsive and sustainable health workforce.

The job

In the transitional structure, the Registration Assessment Officer will be required to:

1. Assess and process applications for registration from health practitioners consistent with relevant legislative requirements, established policy and procedures.
2. Provide quality client service in relation to telephone and counter enquiries regarding the various activities of the office.
3. Ensure administrative and operational practices and services provided are of the highest quality and support statutory requirements and standards.
4. Process payments of fees and charges, including the accurate preparation of receipts and other documentation, in accordance with the requirements of the relevant financial legislation.
5. Provide legislative, policy and procedural advice and information about registration requirements to health practitioners and other clients.
6. Complete word processing, data entry, scanning and other administrative and clerical duties ensuring priority schedules and deadlines are met.
7. Prepare correspondence and reports about registration related issues.
8. Perform other duties as assigned by the Manager, Senior Registration Officers and Registration Officers.

Key Selection Criteria

Our ideal applicant will be someone who will have:

1. Experience in or the ability to acquire skills in the interpretation and application of legislation, policy and procedures as they relate to a registration and client service environment.
2. Well developed written communication and interpersonal skills with the ability to liaise and interact with a broad range of internal and external stakeholders and work collaboratively and effectively within a team in a complex and sensitive environment.
3. Strong organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines.
4. Knowledge of, or the ability to acquire knowledge of, financial management as applicable to the collection and receipting of monies.
5. Well developed knowledge of electronic data processing systems and software packages and their application.