



REGISTRATION OFFICER REGISTRATION SERVICES PROGRAM

Role title	Registration Officer, Queensland	EAO00178
Reports to	Senior Registration Officer, Registrations, Queensland	
Classification	Queensland Public Health Sector Certified Agreement (No.7) 2008 (EB7) AO4	
Salary	\$58,127 - \$63,916	
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 Officer will be required to:

1. Assess, process, approve and make recommendations on applications for registration from health practitioners consistent with relevant legislative requirements, established policy and procedures and in accordance with delegated authority.
2. Provide legislative, policy and procedural advice and information about registration requirements to health practitioners, members of the public, external associations and overseas registration authorities.
3. Provide quality client service in relation to telephone and counter enquires regarding the various activities of AHPRA.
4. Liaise with representatives of Queensland Health, Health Service Districts, Specialist Colleges and Associations, private employer organisations, local authorities, and the community about issues relating to health practitioner services.
5. Process the payment of fees and charges, including the accurate preparation of receipts and other documentation in accordance with the relevant acts.
6. Provide training, development and coaching to team members consistent with the business direction of the Program and the AHPRA's overall operational objectives and goals.
7. Contribute to the development, implementation and review of legislation, policy, procedures, practices and processes relating to the registration of health practitioners.
8. Assist with the collection of geographic, demographic, other statistical and appropriate data relevant to assessing the required level of health practitioner services throughout the State.
9. Prepare sensitive correspondence, briefing papers, reports and recommendations about registration related issues.
10. Undertake word processing, data entry, filing and other administrative/clerical duties, ensuring priority schedules and deadlines are effectively met in accordance with organisational requirements.
11. Perform other duties as assigned by the Manager and Senior Registration Officers from the Registration Services Program.

Key Selection Criteria

Our ideal applicant will be someone who will have:

1. Ability to interpret and apply legislation, policy and procedures as they relate to a registration and customer service environment.
2. Sound analytical and conceptual skills and the ability to negotiate successful outcomes in a complex and sensitive environment.
3. 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.
4. Strong organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines.
5. Well developed knowledge of electronic data processing systems and software packages and their application.