

RENEWAL OFFICER NORTHERN TERRITORY

Role description

Role title	Renewal Officer, Northern Territory	EAO00266
Reports to	Registration Manager, Northern Territory	
Classification	NTG equivalent AO2 (6 months)	
Salary	\$41,330 to \$45,118\$	
Location	AHPRA Northern Territory Office Level 2, Harbour View Plaza, Cnr McMinn and Bennett Streets, Darwin, Northern Territory.	
Contact for Enquiries	Donna Murdock, Director Registrations	(08) 8901 8516
Date	July 2010	
Closing date for Applications	16 August 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 include 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

The key function of the Renewal Officer position is the efficient and timely assessment and processing of applications for the renewal of registration from health practitioners.

The successful applicant will be required to:

1. Provide written and verbal information to registrants and other stakeholders regarding renewal processes including responding to telephone and written enquiries regarding renewal.
2. Assess and process applications for the renewal of registration accurately and promptly, and in a manner that is consistent with agreed policies, processes, procedures, standards and the requirements of the empowering legislation. This includes receipting payments, updating information on the Register and identifying applications which require further information and/or referral to other staff, Boards or Committees.
3. Assist with the preparation of documentation regarding renewal applications for Board and Committee meetings.
4. Prepare routine correspondence to applicants for renewal of their registration as required, including notification of audit requirements.
5. Under the supervision of the Registration Manager, monitor and follow up audit requirements.
6. Assist other registration staff with new applications for registration as required.
7. Assist in maintaining the register of health practitioners and ensuring that information that is entered is up to date, and that documentation is appropriately filed.
8. Other duties as directed by the Registration Manager or Director of Registrations.

Decision making authority

The Renewal Officer will have responsibility for the assessment of renewal applications, for processing straight forward applications and referring more complex applications appropriately. The Renewal Officer is also part of AHPRA's commitment to best practice regulation and ongoing review and improvement of its processes and procedures.

Key Selection Criteria

Essential

1. Ability to work within a complex administrative environment and to comply with all legislative, policy and procedural requirements.
2. Sound analytical, conceptual and problem-solving skills, including the ability to effectively use written resources to find relevant information.
3. Well developed written, oral and interpersonal communication skills, including the ability to manage difficult clients and stakeholders.
4. Organizational skills, including the ability to prioritise and manage multiple tasks and deadlines and deliver quality work.
5. Ability to work productively and collaboratively with other members of a small team.
6. Well developed knowledge of electronic data processing systems and software packages and their application.
7. Fast, accurate data entry skills.

Desirable

8. An understanding of the health industry including the roles of the different health professions.
9. Previous experience working in a customer service or administrative role in the Public Sector, health or a regulatory environment.
10. Experience receipting payments and using EFTPOS.