



SENIOR NOTIFICATIONS OFFICER – NORTHERN TERRITORY

Role description

Role title	Senior Notifications Officer	EAO00268 EAO00270 EAO00271
Reports to	Director Notifications, Northern Territory	
Classification	A07 (equivalent)	
Salary	\$79,166 - \$81,996	
Location	AHPRA Northern Territory Office Level 2, Harbour View Plaza, Cnr McMinn and Bennett Streets, Darwin, Northern Territory.	
Date	July 2010	
Contact for Enquiries	Eliza Collier, Director Notifications or Jill Huck , State Manager	(08) 8901 8505 (08) 8901 8507

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 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 job

The Senior Notifications Officer will be required to:

1. Receive and assess, and assist with the receipt, assessment and referral of written and verbal notifications about the conduct, health and/or performance of health practitioners in accordance with the *Health Practitioner Regulation National Law Act 2009* (the "National Law");
2. Plan and conduct investigations and inspections of health practitioners pursuant to the provisions of the National Law, other relevant legislation and in accordance with approved policies, protocols, procedures and ethical and professional practice standards;
3. Prepare relevant correspondence, and gather and process information received for the purpose of assessing and investigating notifications about health practitioners;
4. Prepare concise, factual agenda papers and investigation reports detailing the results of assessments and investigations for relevant boards and sub-committees;
5. Provide general advice in response to telephone enquiries in relation to notifications about health practitioners;
6. Liaise with a wide range of stakeholders, witnesses and organisations that may assist with the assessment of notifications about health practitioners, including the Health and Community Services Complaints Commission;
7. Contribute to the continuous improvement of notifications processes, procedures and policies;
8. Contribute to the development and maintenance of manual and computerised administrative systems to ensure effective case management, statistical and other reporting and adherence to legislative standards; and
9. Assist the Director, Notifications and other team members with duties associated with notifications assessment.

Key Selection Criteria

Our ideal applicant will be someone who can demonstrate the following qualities relevant to the assessment and investigation of complaints and notifications regarding health professionals:

1. Demonstrated understanding of the broader regulatory environment, including knowledge of relevant legislation and the role and responsibilities of health practitioner registration boards;
2. Well developed analytical, conceptual and problem-solving skills, including the ability to interpret and apply legislation, policy and procedures;
3. Demonstrated high-level expertise in investigative techniques, including the ability to form opinions, analyse information, form opinions and prepare recommendations;
4. Demonstrated capacity to communicate complex issues orally and in writing, including high level liaison and negotiation skills, suited to communicating in a complex and highly sensitive environment;
5. High levels of professionalism and probity, including exercise of tact and discretion, understanding of confidentiality, sound judgment and ability to handle controversial, contentious and sensitive issues;
6. Well developed organizations skills, including the ability to effectively prioritise and manage multiple tasks and deadlines and deliver quality work in a case managed environment;
7. Demonstrated ability to work productively and collaboratively with other members of a team;
8. Tertiary qualifications are desirable but not essential;
9. Experience working in the health sector would be an advantage.