



SENIOR REGISTRATION RENEWALS OFFICER REGISTRATION SERVICES PROGRAM

Role title	Senior Registration Officer, Queensland	EAO00157
Reports to	Director, Registrations, Queensland	
Classification	Queensland Public Health Sector Certified Agreement (No.7) 2008 (EB7) AO6	
Salary	\$77,284 – \$82,690	
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 Senior Registration Renewals Officer will be required to:

1. Lead and manage the renewal function for health practitioners under the director of the Director and Managers of the registration services program.
2. Contribute to the development renewal of registrations forms and online services for use by the various Boards, and the coordination of the printing and mailing of renewal documentation.
3. Develop correspondence relating to the renewals period requirements.
4. Manage applications received via the Online Renewals Service, post and in personal attendance.
5. Ensure that health practitioners have their renewal of registration requirements met with accuracy, efficiency and confidentiality.
6. Oversee the accurate processing of applications for renewal, to the required deadlines, including assessment of work requirements, allocation and supervision of staff, recognition of complete applications, dispatch of certificate and responding to other matters in accordance with AHPRA policy and business procedures.
7. Oversee the completion of financial activities associated with the renewal process including processing payments, reconciliation and accurate preparation of receipts and related documentation.
8. Oversee consultation with staff to ensure the coordination and integration of the renewals process with other AHPRA registration and financial systems.
9. Recommend and implement business process improvements relating to the renewals process.
10. Perform other duties as assigned by the Director, Registration.

Key Selection Criteria

Our ideal applicant will be someone who will have:

1. Skills and experience in the areas of supervision and management which enables you to achieve required client service outcomes with your team.
2. An ability to interpret relevant legislation, policies and procedures, and provide effective advice and recommendations in relation to registration matters.
3. Well developed written communication and interpersonal skills with the ability to liaise and interact with a broad range of internal and external stakeholders.
4. Strong analytical and conceptual skills and the ability to negotiate in a complex and sensitive environment.
5. Strong organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines and deliver quality work in a case management environment.
6. Tertiary qualifications are desirable but not essential. Experience in the health sector would be an advantage.