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| **Cluster** | NSW Health |
| **Agency** | Health Professional Councils Authority |
| **Division/Branch/Unit** | Health Professional Councils Authority (administrative unit of HAC) / Health System Support |
| **Location** | Sydney |
| **Classification/Grade/Band** | Nurses & Midwives Grade 9 |
| **Role Number** | 51505 |
| **ANZSCO Code** | TBA |
| **PCAT Code** | TBA |
| **Date of Approval** | November 2019 |
| **Agency Website** | [www.health.nsw.gov.au](http://www.health.nsw.gov.au) |

Agency overview

The Health Professional Councils Authority (HPCA) is an administrative body of the Health Administration Corporation and is an executive agency of the Ministry for Health. The HPCA provides regulatory services and the administrative and functional support to each of the 15 New South Wales Health Professional Councils, in their primary role to protect the public. The HPCA is a rewarding organisation offering cultural diversity and flexible working conditions whilst continually promoting NSW Health CORE values.

For more information go to [www.health.nsw.gov.au](http://www.health.nsw.gov.au) and [www.hpca.nsw.gov.au](http://www.hpca.nsw.gov.au).

Primary purpose of the role

# The Executive Officer provides a range of high level executive, secretariat, and project support services to the Council including providing strategic advice, managing communications and implementing strategies to support the achievement of the Council and HPCA strategic and operational objectives.

# This role has oversight of case administration and strategic management for one or more Councils related to health practitioners’ conduct, performance and health to ensure consistent application of Health Practitioner Regulation National Law (NSW). The Executive Officer will ensure that the NSW Health Professional Council’s regulatory mandate to protect the public is delivered through the efficient and effective management of complaints made in relation to health practitioners in NSW.

# Key accountabilities

* Lead the team of regulatory and professional staff who provide services to the Council/s, including overseeing the prompt implementation of decisions made by Councils/Committees within process benchmarks
* Act as the Executive point of contact, liaise and where necessary proactively work with stakeholders and action requests to coordinate communication and proactively ensure responses meet deadlines
* Implement, monitor and report on strategic, operational and project plans to inform decision making and support achievement of Council and HPCA objectives
* Provide issues management and support, responding to emerging issues to ensure effective resolution with minimal risk to the Council and HPCA
* Monitor trends in regulatory environment, initiate research and prepare strategic advice, information and reports on diverse and complex policy, planning and operational matters to facilitate effective regulatory interventions, informed decision making and planning
* Lead, develop and oversee the implementation, evaluation and improvements of administrative practices, systems and resources to optimise efficiency and support the achievement of quality outcomes and operational objectives
* Monitor and provide oversight to Council and HPCA Executive team of the Council’s administrative and financial reports, including annual review, monthly budgets, as well as annual operating costs and expenditure associated with Tribunals and Council panels and committees. Develop and/or contribute to the Council’s Annual Report
* Develop strategic partnerships and networks with key stakeholders within NSW, nationally and internationally to influence and promote change that advances evidence based regulation, prevention and early intervention in line with regulatory objectives.

Key challenges

* Ensuring the achievement of process measure benchmarks in an environment which is partially outside the control of the incumbent
* Continuously monitoring risk to public safety and making sound judgements about the need to escalate potentially high risk cases to Council for consideration of immediate action
* Anticipating and addressing contentious issues and providing accurate strategic advice on complex issues and legislation, often within tight timeframes, given the need to collect and assimilate information from a variety of different sources whilst maintaining confidentiality and exercising diplomacy

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Assistant Director, Council Services and Executive Officers of Health Professional Councils | * Direct, provide and seek advice on a range of health professional regulatory issues
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| HPCA staff and managers | * Engagement and consultation on a range of case management issues
 |
| **External** |  |
| Presidents and members of the NSW Health Professional Councils | * Maintain collaborative relationships; provide advice on a range of complex and contentious health professional and regulatory issues
 |
| Chairs and members of committees | * Engagement and consultation on a range of case management issues; facilitate and negotiate on decision making and complex cases
 |
| Australian Health Practitioner Regulation Agency, Health Care Complaints Commission | * Maintain collaborative relationships ; provide and seek advice on a range of complex and contentious health professional and regulatory issues
 |
| Ministry of Health, Health Indemnity Insurers, and other professional organisations | * Maintain collaborative relationships; consult in relation to the Council’s functions and regulatory activities
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| Employers including public and private health organisations, universities and other bodies | * Consult in relation to the management of practitioners who may be impaired or whose professional performance may be unsatisfactory; provide advice on regulatory issues
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# Role dimensions

## Decision making

The role is fully accountable for the accuracy, validity and integrity of the content of reports, research and advice provided and work performed.

The Executive Officer:

* Makes operational decisions regarding the planning and organisation of work and/or the work of the team to achieve agreed objectives and performance expectations
* Is accountable for the accuracy and presentation of reports, analysis, briefings and other forms of written advice prepared for the Assistant Director
* Consults with the Assistant Director on any decision that will substantially alter the outcomes or timeframe, and consults on major policy issues or conflicts arising in the course of their duties

## Reporting line

Assistant Director, Council Services

## Direct reports

6-8 regulatory staff, and 1-3 Professional Officers

## Budget/Expenditure

Nil

Essential requirements

* Registration with the Nursing and Midwifery Board of Australia as a registered nurse or midwife
* Proven capacity to make appropriate decisions and manage complex programs in a regulatory or other professional environment

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

The full list of capabilities and the level required for this role are set out below. The focus capabilities appear in bold. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework |
| --- |
| **Capability Group** | **Capability Name** | **Level** |
|  | **Display Resilience and Courage** | **Adept** |
| Act with Integrity | Advanced |
| Manage Self | Advanced |
| Value Diversity | Adept |
|  | **Communicate Effectively** | **Advanced** |
| Commit to Customer Service | Advanced |
| Work Collaboratively | Advanced |
| **Influence and Negotiate** | **Highly Advanced** |
|  | Deliver Results | Advanced |
| Plan and Prioritise | Advanced |
| **Think and Solve Problems** | **Advanced** |
| Demonstrate Accountability | Advanced |
|  | Finance | Adept |
| Technology | Adept |
| **Procurement and Contract Management** | **Adept** |
| **Project Management** | **Advanced** |
|  | **Manage and Develop People** | **Advanced** |
| Inspire Direction and Purpose | Advanced |
| Optimise Business Outcomes | Adept |
| Manage Reform and Change | Advanced |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

| NSW Public Sector Capability Framework |
| --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Display Resilience and Courage | Adept | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback/advice
* Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively
* Raise and work through challenging issues and seek alternatives
* Keep control of own emotions and stay calm under pressure and in challenging situations
 |
| **Relationships**Communicate Effectively | Advanced | * Present with credibility, engage varied audiences and test levels of understanding
* Translate technical and complex information concisely for diverse audiences
* Create opportunities for others to contribute to discussion and debate
* Actively listen and encourage others to contribute inputs
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in a range of styles and formats
 |
| **Relationships**Influence and Negotiate | Highly Advanced | * Influence others with a fair and considered approach and present persuasive counter-arguments
* Work towards mutually beneficial win/win outcomes
* Show sensitivity and understanding in resolving acute and complex conflicts
* Identify key stakeholders and gain their support in advance
* Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise
* Pre-empt and minimise conflict within the organisation and with external stakeholders
 |
| **Results**Think and Solve Problems | Advanced | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
* Work through issues, weigh up alternatives and identify the most effective solutions
* Take account of the wider business context when considering options to resolve issues
* Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements
* Implement systems and processes that underpin high quality research and analysis
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| **Business Enablers**Procurement and Contract ManagementProject Management  | AdeptAdvanced  | * Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management
* Develop well written, well-structured procurement documentation that clearly sets out the business requirements
* Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective
* Be aware of procurement and contract management risks, and what actions are expected to mitigate these
* Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles
* Escalate procurement and contract management issues where required
* Prepare scope and business cases for more ambigious or complex projects including cost and resource impacts
* Access key subject-matter experts’ knowledge to inform project plans and directions
* Implement effective stakeholder engagement and communications strategy for all stages of projects
* Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning
* Develop effective strategies to remedy variances from project plans, and minimise impacts
* Manage transitions between project stages and ensure that changes are consistent with organisational goals
 |
| **People Management**Manage and Develop People | Advanced | * Define and clearly communicate roles and responsibilities to achieve team/unit outcomes
* Negotiate clear performance standards and monitor progress
* Develop team/unit plans that take into account team capability, strengths and opportunities for development
* Provide regular constructive feedback to build on strengths and achieve results
* Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way
* Monitor and report on performance of team in line with established performance development frameworks
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