

Role Description

Program Officer Regulation

Cluster	NSW Health
Agency	Ministry of Health
Division/Branch/Unit	Health Professional Councils Authority (administrative unit of HAC) / Health System Support
Location	Sydney
Classification/Grade/Band	Clerk Grade 5/6
Role Number	657258, 51513, 51515, 680969, 680972, 680993, 680994, 680995, 680997, 680998, 680999, 681000, 681002, 700580 & 700581
ANZSCO Code	511112
PCAT Code	1337172
Date of Approval	September 2019
Agency Website	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 14 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 and <http://www.hpca.nsw.gov.au>.

Primary purpose of the role

The Program Officer, Regulation provides high level administrative services, including the case management of complaints to enable the Councils to meet their statutory requirements in regard to the regulation of health practitioners in NSW.

Roles will be allocated responsibility in one or more areas, such as:

- processing of complaints received by the Councils in relation to potential misconduct
- managing health practitioners whose health is impaired
- managing health practitioners whose professional performance is unsatisfactory

Key accountabilities

- Manage a case load of practitioners who are subject to complaints that have been referred to one of the Council programs (conduct, performance, health)
- Under the overall guidance of the Team Leader, provide secretariat support to Council/Committees including drafting of agenda items, coordinating background submissions and recommendations, accurately drafting minutes from Council/Committees as required, and communicating and actioning Council/Committees decisions to relevant stakeholders within required timeframes
- Monitor the effective and efficient progress of complaints and take action to ensure information is provided to enable Council/Committees to make timely and informed decisions, and provide appropriate updates and feedback to practitioners and / or complainants in line with legislative requirements and timeframes, and internal procedures, process measures and benchmarks

- Coordinate and assist with scheduling of interviews, assessments, hearings, management of notifications regarding conflict of interest in relation to assigned matters, and provision of relevant Council guidelines and documentation for these proceedings
- Prepare carefully considered written recommendations where appropriate, briefs, correspondence and other documentation required to facilitate Council/Committee decision-making, and / or to inform or support relevant stakeholders involved in assessments, panels and interviews. Identify and refer cases which may need to be considered for immediate action
- Respond to telephone enquiries and correspondence from stakeholders to provide accurate and comprehensive information regarding Council related processes
- Assist with research, coordination and collation of statistical data and participate in the development and review of policy, procedures and process in regards to the management of complaints by the Council
- Update and maintain the database and records management system to ensure the availability of up to date, accurate and compliant information whilst safeguarding the privacy of individual practitioners

Key challenges

- Producing high quality work and outcomes and balancing competing priorities in a high volume environment where there are statutory deadlines, process measures and benchmarks limited resources and operational support and multiple stakeholder expectations
- Clearly and succinctly communicating the relevant issues and decision-making processes to stakeholders who may be unfamiliar with the Council, its functions and processes
- Dealing with complex issues which may be sensitive and confidential, assessing risk and appropriately identifying serious matters, notifications or complaints which require referral or urgent action and referral to supervisor

Key relationships

Who	Why
Internal	
Key HPCA Staff	<ul style="list-style-type: none"> • Exchange information, seek direction, provide feedback and discuss issues
External	
Members of Committees, panels and other groups established by the Councils	<ul style="list-style-type: none"> • Provide briefings, information and advice, support services and assistance
Ministry of Health, Health Care Complaints Commission, Australian Health Practitioner Regulatory Agency, Ombudsman's Office	<ul style="list-style-type: none"> • Consult and exchange information regarding the management of issues and complaints or other business
Public, complainants and health practitioners, indemnifiers, professional and industry associations	<ul style="list-style-type: none"> • Respond to inquiries on a range of matters
Council members, counsellors, legal representatives, health professionals	<ul style="list-style-type: none"> • Arrange attendance and documentation

Role dimensions

Decision making

Decisions which can be made by the role include:

- assessing and prioritising the day to day work load of the role and relevant administrative staff in the team
- preparing clear and concise correspondence and approving similar documents for supervised staff relevant to the position
- prioritising action in order to meet deadlines
- documenting agreed process changes
- providing advice within guidelines and requirements

The role makes recommendations to a supervisor on:

- Serious matters that may require consultation with the Council to consider whether or not immediate action is appropriate in order to protect the health and safety of the public
- Changes to policies and procedures to accommodate emerging and recurring issues

Decisions which are referred to a supervisor include:

- Issues which may have implications for other areas of the Council or which are contentious and may have political/media/reputational ramifications
- Serious complaint matters
- Issues which are outside guidelines for any reason

Reporting line

Program Team Leader

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements





- Demonstrated experience in providing high quality administrative support to committees and delegates, preferably within a regulatory environment
- Well developed organisational skills and proven ability to manage high volume workloads, to work autonomously and be proactive
- High level of understanding of confidentiality and privacy requirements; ability to be sensitive and discreet in a range of situations
- Experience in the review / development of operational policies and procedures

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.

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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> Plan and coordinate allocated activities Re-prioritise own work activities on a regular basis to achieve set goals Contribute to the development of team work plans and goal setting Understand team objectives and how own work relates to achieving these

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Intermediate	<ul style="list-style-type: none">• Apply computer applications that enable performance of more complex tasks• Apply practical skills in the use of relevant technology• Make effective use of records, information and knowledge management functions and systems• Understand and comply with information and communications security and acceptable use policies• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies