

**Position description**

**National Manager – Statutory Offences**

|  |  |  |  |
| --- | --- | --- | --- |
| Position no. | TBA | Work Area Profile | Regulatory Operations, National Legal Services |
| Work level/Classification | AHPRA Level 8 | Reports to (role) | National Director, Legal Services |
| Positions reporting to this role | Senior Legal Advisors | Location | AHPRA Office - Melbourne, Sydney or Adelaide preferred |
| Number of indirect reports | Legal Advisors | Tenure | Full-time, on-going |
| Review Date |  | Closing Date | Closing midnight on the 4th December 2016 |

# Position purpose

The **National Manager – Statutory Offences** is accountable for the management of statutory offences under the *Health Practitioner National Law* (National Law). The **National Manager – Statutory Offences** works closely with other Legal Services National Managers as well as the broader Regulatory Operations directorate to:

* Have oversight for the conduct of statutory offence inspections and management including the conduct of prosecutions
* Ensure the efficient and effective performance of statutory offences activity in accordance with national policy and process
* Provide national oversight and leadership of the statutory offences stream to ensure efficient and effective services
* Ensure process improvement is developed in line with AHPRA strategy and guiding principles
* Ensure development, maintenance and implementation of effective systems and processes
* Provide managerial direction and technical support whilst providing operational support to other streams within Legal Services and Regulatory Operations

**Work Area Profile**

The Statutory Offences stream provides operational support by responding to breaches in advertising and/or other relevant provisions under the National Law. This team manages the breaches by advising individuals/organisations to the notifications (or other forms of communication) to the nature of the complaints. The SOU team have the responsibility of following up if the matter is not resolved where prosecution or further action may be taken.

# Key Result Areas

|  |  |
| --- | --- |
| Accountabilities | **Key Activities** |
| **Team Leadership** | * Manage and lead team to ensure service consistency across statutory offences and support the provision of legal services across the directorate * Effectively manage complex matters and resources in a consistent manner to achieve key requirements under the National Law * Ensure ongoing cases and advice management are handled in line with policies, processes and legal requirements * Ensure effective and efficient distribution of work across the work stream * Ensure any Key Performance Indicators (KPIs) are managed in line with expectations including data integrity * Ensure analysis of issues and matters ensuring all avenues and potential courses of action are reviewed * Build integrated partnerships across Legal Services to ensure a seamless experience from a customer perspective * Build strong professional relationships between the registration advice and appeals, information release and complaints team members and their customer stream/directorates * Build the capability and capacity of the team in collaboration with the Legal Services leadership team to ensure effective case management * Ensure the team have the opportunity to contribute to local and national projects * Develop and lead the appropriate implementation of national and local policies to ensure AHPRA achieves its objectives. |
| **Stakeholder Management** | * Act as a role model in developing collaborative relationships and communicating with stakeholders, both internally and externally including State and Territory Managers as well national boards and committees. * In conjunction with others in the Legal Services leadership team contribute to national processes, procedures and systems to enhance national consistency. * Prepare and effectively deliver information sessions and training regarding information disclosure legal issues. * Provide recommendations and professional opinions to address and resolve complex legal matters. * Represent AHPRA at external forums, government bodies and regulators. |
| **Advice** | * Provide consistent, authoritative and high quality expert advice and recommendations to all stakeholders including Boards, Committees and State and Territory teams. * Develop strategies, with the team, to efficiently and effectively manage statutory offences; identify opportunities to continually improve and achieve require outcomes * Review and advise management regarding legal implications of internal policies and procedures * Review and draft contracts, agreements and internal policies to ensure compliance with all statutory and/or legal requirements * Accurately analyse, provide advice and direction to the team who manage and resolve registered health practitioner complaints. * Ensure attendance at Board and/or Committee meetings; provide sound advice and recommendations to members in a timely and efficient manner. * Effectively problem solve and analyse issues while at the same time considering all courses of action and/or implications to ensure required outcomes * Provide advice as required to the National Director, Legal Services and National Executive on complex regulatory issues identified as serious risk to the public |
| **Strategic Alignment** | * Develop and implement strategies and processes to ensure AHPRA achieves its objectives * Set high standards and identify new areas in which the stream can add value to other streams and the broader Regulatory Operations performance * Apply best practice principles and standards in establishing and maintaining policies and procedures * Provide support and guidance for the creation of external communications dealing with matters, issues and media management. * Actively contribute to the development of continuous improvement and best practice national strategies and process for the Statutory Offences team |
| **Quality Service Delivery** | * Provide a role model for, and lead, team to deliver a professional, proactive, accurate, efficient, confidential and customer focused service to a wide range of internal and external stakeholders. * Deliver effective and efficient services within Legal Services and Regulatory Operations * Ensure consistent and high quality processes across multiple sites and strive for continuous improvement * Contribute to the establish service levels, ensuring stream services are documented and the team is meeting those agreed levels * Develop, implement, review and update processes and procedures to enable delivery of the service. |

|  |  |
| --- | --- |
| **AHPRA Values** | |
| **Service** | *We:*   * Listen, and ask how can I help you? * Finish whatever we start * Are approachable, reliable and accountable |
| **Collaboration** | *We:*   * Stop, listen, respect and act * Actively engage with others * Share knowledge and seek feedback |
| **Achievement** | *We:*   * Are clear on the outcomes we require * Provide regular updates on work activities * Identify and address priorities and recognise success |
| **Our way of working** | * Operate in accordance with AHPRA’s values and “*way of working”* in day-to-day work activities * Comply with AHPRA’s Code of Conduct and all other AHPRA policies and procedures including ensuring adherence to the obligations set out in: * AHPRA’s workplace health and safety policies and procedures * Equal Opportunity and Harassment & Bullying Policies * Confidentiality and Privacy Policies * Adhere to and apply the information contained in any mandatory or job related training * Deliver a professional, customer-focused service to internal and external customers * Identify and participate in opportunities to develop knowledge, skills and experience as well as personal development activities as part of AHPRA’s Performance & Development Planning process |

|  |
| --- |
| **Personal Attributes** |
| * Demonstrate broad and deep understanding of customers, stakeholders and partner requirements, incorporate as part of implementation process * Decide and manage customer outcomes at a strategic level to ensure delivery of quality services by working with all involved * Create culture of ‘team’ which includes working with delivery providers and internal areas to achieve outcomes * Create culture of responding with influence taking responsibility for decision * Drive organisational approaches improving access of information and knowledge across AHPRA and customers * Manage strategic relationships ensure ongoing value for money * Role model and encourage evaluating own performance to deliver new ways of operating * Take broader AHPRA view when making decisions to eliminate silo thinking * Lead from the front to ensure both internal and external customers support long term vision * Ask for, considers and reflects on the views and opinions of others * Build and maintain strong internal and external relationships, utilise skills and knowledge to benefit AHPRA * Seek constructive outcomes, challenge assumptions and remain willing to compromise when required |

# Key requirements

|  |  |
| --- | --- |
| **Key Relationships** | **Qualifications/Experience** |
| **Internal**   * National Executive * Agency Management Committee * National and local Boards and Committees * State and Territory Managers * AHPRA employees   **External**  Magistrates Courts   * Contractors and service providers * Health profession associations * Other regulators including but not limited to:   + - * The ACCC       * Therapeutic Goods Administration,       * Department of Health, and       * Law enforcement agencies. | **Required**   * A degree in law and admission as a barrister or solicitor of the relevant jurisdiction or its equivalent. * Demonstrated experience in the management of statutory offence prosecution activity. * Holds or is eligible to hold a legal practising certificate. * At least 5 -8 years experience in the management of a team in a regulatory environment, or similar organisation. * Demonstrated communication skills to influence decisions, actions or perceptions of key stakeholders, internally and externally * Ability to work collaboratively across networks and with all stakeholders to achieve mutually beneficial outcomes. * Demonstrable base of expertise across the required discipline(s) including: * Experience of working in a regulatory or compliance-focused environment * Ability to work autonomously as well as part of a team * Proficient across the Microsoft Office suite  |  | | --- | |  |   **Desirable**   * Experience in health regulation and/or equivalent level of experience across required areas of expertise * Relevant post-graduate degree, professional/ technical/specialist qualification/accreditation * Demonstrated understanding of governance, particularly in a statutory or a regulatory environment. |