

Role Description

Position: Registration/Recertification Officer
Responsible to: Deputy Registrar

Our Vision:

Fostering Excellence in Physiotherapy

Our Values:

Kaitiaki: Custodial

We take our responsibilities seriously and are protective of these.

Kōrerorero: Engaging

We will engage with our stakeholders as we value their input.

Takatū: Adaptable

We acknowledge that we need to plan and adapt to meet future needs.

Whakamārama: Accountable

We are proud of what we do and take a quality assurance approach to how we do it.

Context that this role operates within:

Organisation perspective

The Physiotherapy Board of New Zealand (PBNZ) is the responsible authority (RA) for physiotherapists, established under the Health Practitioners Competence Assurance Act 2003 ("the HPCA Act").

The principal purpose of the Act is to protect the health and safety of members of the public by providing mechanisms to ensure that health practitioners are competent and fit to practise in their professions.

The Board has a number of functions under the Act in order to achieve the principal purpose.

The key functions are:

- Registration of practitioners
- Setting of competence to practise standards and ethical conduct
- Recertification of practitioners and promotion of lifelong learning
- Reviewing of practitioners when health, competence or professional conduct concerns are raised
- Accreditation of Training Institutions

Purpose of the role

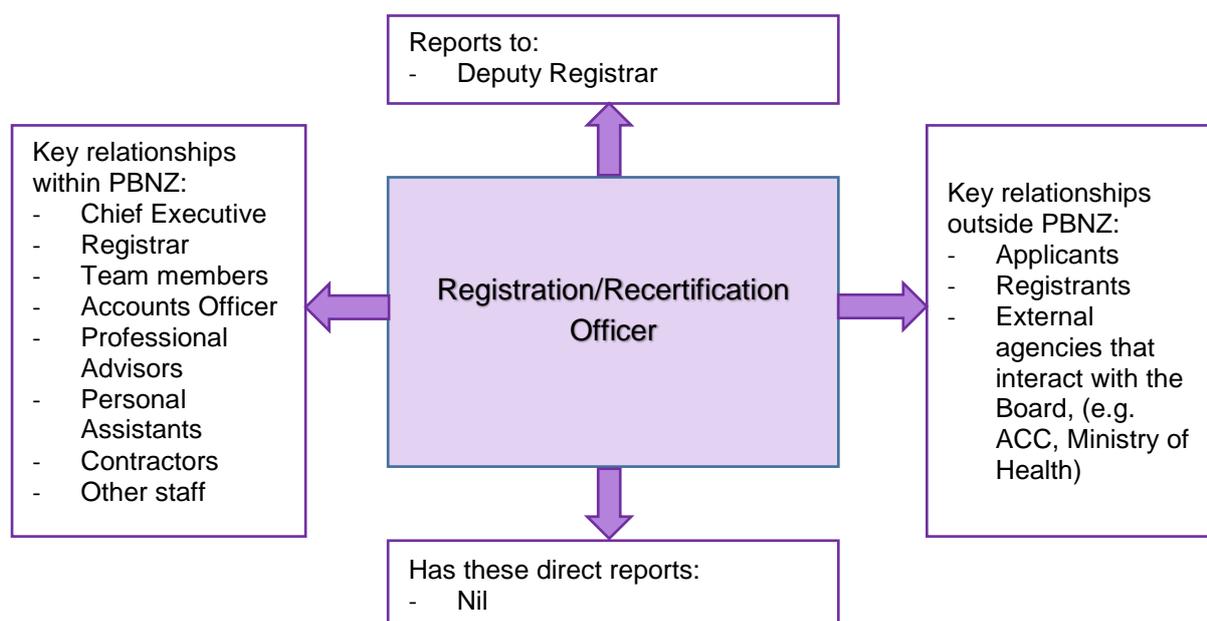
The primary purpose of this role is:

- To undertake tasks relating to registration and recertification of practitioners following the Board's established policies and procedures;
- To ensure a high level of accuracy in all aspects of the role;
- To assist with other tasks that may be required, at the request of the Deputy Registrar or Registrar.

Key Accountabilities

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance indicators / Measures</i>
1. Registration	<ul style="list-style-type: none"> - Accurate handling of all types of applications for registration. - Effective communication with applicants and prospective applicants - Maintain accurate database records - Maintenance of documentation, policies, procedures, forms and templates. - Maintenance of statistical reports. - Contribute positively to quality improvements. 	<ul style="list-style-type: none"> - Maintains confidentiality - Applications are completed in a timely manner - Appropriate escalation of issues - Practitioner files up-to-date and accessible - Timely, accurate and high quality documents. - Support for the Deputy Registrar and Registrar.
2. Recertification	<ul style="list-style-type: none"> - Accurate handling of all types of applications for registration. - Accurate handling of CPD audit submissions - Effective communication with applicants and prospective applicants - Maintain accurate database records - Maintenance of documentation, policies, procedures, forms and templates. - Maintenance of statistical reports. - Contribute positively to quality improvements. 	<ul style="list-style-type: none"> - Maintains confidentiality - Applications are completed in a timely manner - Appropriate escalation of issues - Practitioner files up-to-date and accessible - Timely, accurate and high quality documents. - Support for the Deputy Registrar and Registrar.
3. General	<ul style="list-style-type: none"> - Displays a professional, courteous and friendly demeanour at all times when dealing with internal and external contacts. - Accurate handling of requests from registrants requesting Board documents. - Special projects and other services, including complaints management and assistance as required. - Works collaboratively with the team, and demonstrates a willingness to assist with tasks that may not be the primary purpose of the role. 	<ul style="list-style-type: none"> - Customer feedback (internal and external).
4. Professional Development	<ul style="list-style-type: none"> - Participates in appropriate training and professional development 	<ul style="list-style-type: none"> - Development activity as agreed with Deputy Registrar/Registrar/Chief Executive
5. Health and Safety	<ul style="list-style-type: none"> - Complies with responsibilities under the Health and Safety at Work Act 2015. - Has read and understood the Health & Safety policy and procedures. - Actively supports and complies with Health & Safety policy and procedures. 	<ul style="list-style-type: none"> - Evidence of support and compliance with health and safety policy and procedures, including appropriate use of equipment as required, active participation in the hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.

Key Relationships and Authorities:



Capability Profile

Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development

Competency	Behaviours
In Role	<ul style="list-style-type: none"> - Can deal comfortably with internal and external stakeholders - Understands the wider impact of tasks - Actively seeks to develop detailed knowledge of legislation - Understands boundaries and appropriately escalates issues - Approaches tasks in a manner that is appropriate and positive
Customer Focus	<ul style="list-style-type: none"> - Is dedicated to meeting the expectations and requirements of internal and external customers - Acts with customers in mind and strives to work constructively with them - Establishes and maintains effective relationships with customers and gains their trust and respect
Taking Responsibility	<ul style="list-style-type: none"> - Is results focussed and committed to making a difference - Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected - Adjusts work style and approach to fit in with requirements - Is reliable – does what they say they will - Consistently performs tasks correctly – following set procedures and protocols
Teamwork	<ul style="list-style-type: none"> - Develops constructive working relationships with other team members - Has a friendly manner and a positive sense of humour - Works cooperatively – willingly sharing knowledge and expertise with colleagues - Shows flexibility – is willing to take on extra tasks in the short term to help the team meet its commitments

	<ul style="list-style-type: none"> - Supports in word and action decisions that have been made by the team - Shows an understanding of how one's own role directly or indirectly supports the health and independence of the team
Communication	<ul style="list-style-type: none"> - Practises active and attentive learning - Willingly answers questions and concerns raised by others - Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged - Is confident in dealing with others
Quality and Innovation	<ul style="list-style-type: none"> - Provides quality service to those who rely on it - Looks for ways to improve work processes – suggests new ideas and approaches - Trials ideas and suggestions for improvement made by others - Shows commitment to continuous learning and performance development
Integrity and Trust	<ul style="list-style-type: none"> - Is widely trusted and seen as dependable and reliable - Is seen as direct and truthful - Keeps confidences - Admits mistakes - Doesn't misrepresent her/himself for personal gain.

Other aspects of capability not covered by the above competencies

a) Knowledge and Experience:

- Undergraduate degree (mandatory)
- Demonstrate analytical skills and logical thinking
- Excellent communication and customer service skills
- Demonstrate attention to detail
- Accurate word processing/keyboard skills
- Working knowledge of computer programmes including Word, Excel, Outlook and PowerPoint
- Ability to handle multiple priorities and able to meet deadlines.
- Experience in working in a legislative or regulatory environment (preferred)

b) Someone well-suited to the role will place a high value on the following:

- Effective working relationships with staff and management
- Accuracy
- Commitment to delivering high quality customer service

The Physiotherapy Board is committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practise of equal access, consideration and encouragement in the areas of employment, training, career development and promotion for all its employees.

The Physiotherapy Board is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.