

## Position description

### Engagement Adviser – Dental

#### Position data

<b>Position no.</b>	E11428	<b>Review date</b>	
<b>Work level</b>	AHPRA Level 6	<b>Directorate/business unit</b>	Strategy and Policy
<b>Reports to (role)</b>	TBA	<b>Operating budget</b>	Strategy and Policy
<b>Number of direct reports</b>	Nil	<b>Location</b>	AHPRA National Office - Level 7, 111 Bourke Street, Melbourne
<b>Positions reporting to this role</b>	Nil	<b>Status</b>	Full time – 12 months contract
<b>Number of indirect reports</b>	Nil	<b>Close date</b>	Please refer to job advertisement

#### Position purpose

You will contribute to the protection of the Australian public through your work with AHPRA and the [National Registration and Accreditation Scheme](#) (the National Scheme) regulating Australia's 750,000 registered health practitioners.

This role will be focus on working with the Dental Board of Australia (the Board) to support engagement and communications with registered dental practitioners, the Board's key stakeholders, and consumers of dental services. The dental workforce is diverse. There are over 23,000 registered dental practitioners in Australia who work across five different divisions of registration (dentists, dental prosthetists, dental hygienists, dental therapists and oral health therapists), as well as 13 categories of specialist registration. The Board's key stakeholders include government, co-regulatory partners, dental professional associations, the Australian Dental Council, education providers, and professional indemnity insurers.

The role includes working with internal and external stakeholders in a highly-scrutinised and complex environment on focused, project based engagement activities to support the Board and AHPRA. This includes providing recommendations and advice, developing communications plans, approaches to policy engagement and consultation, supporting stakeholder forums, focus groups and surveys, implementing these activities via a range of channels, as well as analysing, reporting on and evaluating activities. Sitting in the Communications team, this role will work closely with the Executive Officer dental and focus primarily on engagement and

communications projects for the Board. From time to time the role may also be required to provide expertise and support for other multi-profession engagement projects.

To excel in this role you must be able to understanding complex information quickly and be able translate it to plain language, understand the needs of stakeholders, juggle competing priorities, tight deadline and large workloads within a high-performing team, and build strong working relationships with your peers and customers. You need to be a team player, with good judgment, interpersonal skills, presentation skills and technical communication skills must be excellent.

## Key result areas

Accountabilities	Key activities
Engagement services and activities	<p>Take the lead on engagement and communications projects, and on ad hoc work, to deliver high-level services and advice, especially within a complex policy development and stakeholder management environment.</p> <p>Develop, implement and lead tailored communication and engagement strategies/plans to support objectives, to internal and external audiences, as planned and as required.</p> <p>Provide advice on, and help develop implement, stakeholder forums, focus groups, webinar programs, consultations, survey development and customer feedback mechanisms.</p> <p>Prepare engagement and communications materials (e.g. event management, video development, social media and website content, media releases, newsletter management, webinars etc), proof reading and plain language edits of existing content/collateral, as required.</p> <p>Work with internal and external suppliers and customers to deliver materials on time and on budget, as required.</p>
Analytics, evaluation and reporting	<p>Ensure work has measurable objectives, track and analyse effectiveness of communications.</p> <p>Regularly prepare, develop and report using surveys and other best practice consultative tools.</p> <p>Prepare regular reports on proactive and reactive activity, including analysis of high-risk topics as relevant.</p>
Work collaboratively	<p>Work collaboratively to ensure the delivery of high-quality, efficient and responsive communications services that engage stakeholders.</p> <p>Work in partnership with the dental policy team, communications team and other internal clients to ensure that strategic objectives are met.</p> <p>Participate in and conduct user-testing and research with members of the communications team.</p>
Demonstrate AHPRA values of collaboration, service and achievement and be a positive	<p>Demonstrate our values (collaboration, service and achievement) through behaviour and approach to</p>

contributor to our workplace culture	<p>work.</p> <p>Backfill other communications functions as required.</p> <p>Take on other tasks and areas of responsibilities as needed.</p> <p>Be an ongoing and positive contributor to our workplace culture.</p>
<b>Mandatory accountabilities for all employees</b>	
<b>Our way of working</b>	<p>Incorporate the AHPRA Way of Working into daily work practices.</p> <p>Comply with the AHPRA Code of Conduct and all other AHPRA policies and procedures.</p> <p>Adhere to and apply the information contained in any AHPRA mandatory or job related training.</p>
<b>Workplace health &amp; safety management</b>	<p>Adhere to AHPRA's workplace health and safety policies and procedures.</p> <p>Take reasonable care for own and others health and safety.</p> <p>Identify and report any health and safety problem, hazard/risk or defect which may give rise to danger.</p> <p>Report any health and safety incident immediately and implement measures to rectify cause.</p> <p>Complete all mandatory or additional workplace health and safety training as required by AHPRA.</p> <p>Follow any reasonable instruction by management in relation to workplace health and safety.</p>
<b>Customer service</b>	<p>Deliver a professional, proactive, accurate, efficient, confidential and customer focused service to a wide range of internal and external stakeholders.</p>
<b>Self development</b>	<p>Participate in periodic performance appraisals.</p> <p>Complete agreed activities in performance improvement plans or development plans.</p>

## Key requirements

Key stakeholders	Qualifications / experience	Personal attributes
<p><b>Internal</b></p> <p>Executive officer, dental</p> <p>Communications team</p> <p>Executive directors and CEO (Executive team)</p>	<p><b>Required</b></p> <p>Tertiary qualification in communications, PR, or a related discipline.</p> <p>Five years' or more experience in engagement or communications role in a high-pressure and complex</p>	<p>A high performer and excellent team player.</p> <p>Highly principled, with good judgment.</p> <p>Exceptional interpersonal and strong problem-solving skills.</p>

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<p>State/Territory managers</p> <p>Functional leads and National Directors</p> <p><b>External</b></p> <p>Dental Board chair</p> <p>Suppliers</p> <p>Dental professional associations</p>	<p>organisation.</p> <p>Strong track record of providing excellent engagement and communications advice in a policy setting and implementing programs/campaigns/consultations across platforms.</p> <p>An excellent track record in providing outstanding customer service and working well in a team.</p> <p><b>Desireable</b></p> <p>Experience in any of these areas would be desireable, but is not necessary:</p> <ul style="list-style-type: none"> <li>• working in health, regulation or other government sectors, or highly regulated sectors</li> <li>• supporting consultations and stakeholder engagement</li> <li>• strong presentation experience and/or experience facilitating focus groups</li> <li>• developing and evaluating surveys, in particular using Qualtrics, or</li> <li>• developing web and social media content, including creating videos, using a CMS and setting up webinars.</li> </ul>	<p>Positive, responsive and flexible.</p> <p>Able to think big-picture and still maintain a good eye for quality and detail.</p> <p>Thrives on working in high-pressure, high-volume environments.</p> <p>Ability to comfortably manage multiple projects, competing timelines and uncertainty.</p> <p>Confident when presenting to an audience.</p> <p>Exceptional written and spoken communication skills, including demonstrated experience in presenting to and facilitating stakeholder engagement events, and writing and editing in a variety of formats and styles for multiple audiences.</p>