



Position: Executive Officer, Sector Capability Group, EL1

Location: Aged Care Quality and Safety Commission office in a State or Territory Capital City

Reporting to: Assistant Director, Sector Capability

Purpose of position:

The Executive Officer provides leadership in co-ordinating the activities of the SCG. The Executive Officer supports the Assistant Commissioner to ensure activities across the group are co-ordinated and integrated appropriately with the broader activities of the Commission.

The successful applicant must have excellent leadership skills, a well-developed understanding of SCP's role and its place within the Commission's regulatory framework, excellent communication skills, strong attention to detail and ability to manage competing deadlines, superior analytical and organisational skills, the ability to work collaboratively with colleagues across the Commission and build a positive team culture.

About the Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission (ACQSC) is the national regulator of Commonwealth subsidised aged care services. The ACQSC's primary purpose is to protect and enhance the safety, health, wellbeing and quality of life of aged care consumers, promote aged care consumers' confidence and trust in the provision of aged care services, and promote engagement with aged care consumers about the quality of their care and services. The ACQSC's functions are as follows:

- Protecting and enhancing the safety, health, wellbeing, and quality of life of aged care consumers.
- Promoting the provision of quality care and services by approved providers of aged care services, and service providers of Commonwealth funded aged care services.
- Regulating the Serious Incident Response Scheme.
- Approving providers of aged care.
- Developing, in consultation with aged care consumers and their representatives, best practice models for the engagement of providers with their aged care consumers and promoting those models to providers.
- Regulating aged care services according to the Aged Care Quality and Safety Commission Rules 2018 (the Rules) by accrediting, conducting quality reviews, monitoring the quality of care and services, and registering quality assessors.
- Ensuring compliance by approved providers with their aged care responsibilities, including prudential standards.
- Dealing with complaints made, or information given to the Commissioner in accordance with the Rules about an approved provider's responsibilities under the Aged Care Act 1997, or funding agreement.
- Imposing and lifting sanctions on approved providers.



- Providing education and information about matters relating to one or more of the Commissioner's functions to consumers and their representatives, providers of aged care services and the public.

The ACQSC works under the *Aged Care Quality and Safety Commission Act 2018*, the Aged Care Quality and Safety Commission Rules 2018 and the *Aged Care Act 1997*. The ACQSC is a non-corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013*. Information about the Commission and its [Regulatory Strategy](#), is available on the [website](#).

About the Sector Capability Group

The Sector Capability Group (SCG) is comprised of 5 core teams including: strategic projects, communications, sector education, stakeholder engagement and ministerial and parliamentary. We support the Commission's purpose, by supplying excellent communication, stakeholder engagement, media presence and education services that support the sector to deliver the great aged experience that older Australians expect and deserve.

As a Group, we ensure:

- Consumers and the public are aware of what should be expected of quality care and services
- Consumers are engaged and empowered in their care and can easily make complaints or provide information about their experience
- Providers are incentivised to invest in capabilities that deliver high quality services that consumers want. We do this through:
 - building high-trust, robust relationships between senior leaders and the regulator across the sector
 - championing sector investment in capabilities needed to support market transformation and achievement of the required reforms
 - delivering education and information products that enable capability uplift.
 - timely targeted effective communication.

Key Accountabilities:

The Executive Officer to the Assistant Commissioner is primarily responsible for:

- Providing leadership in co-ordinating activities across Sector Capability Group on behalf of the Assistant Commissioner, involving the appropriate staff and stakeholders for increased effectiveness of the group
- Co-ordinating and drafting Sector Capability group input into briefings and other requests for input/information
- Supporting the Sector Capability leadership team with the day to day operations of the group and ensure risks are managed and work undertaken in accordance with agreed priorities and requirements
- Facilitating the delivery of accurate and timely agenda and minutes including the coordination and management of the reporting actions
- Preparing and coordinating through relevant staff, organisational activities requiring participation, involvement or responses by the Assistant Commissioner, including presentations, participation in events
- Resolving enquiries referred to the Assistant Commissioner and preparing written responses



- Liaising and negotiating as required, to make internal and external recommendations
- Providing a high-level of customer service to both internal and external stakeholders with respect to the Assistant Commissioner's operational requirements

Risk Accountabilities:

- Demonstrated strategic, planning, analytical and problem-solving skills, including the ability to assess and manage risk

Financial Accountabilities:

- In line with Financial Delegations

People Accountabilities:

- In line with Human Resource Delegations
- Working in close collaboration with the Executive Assistant to the Assistant Commissioner

Essential Requirements:

- Proactive ownership of the role, identifying opportunities to make a difference to SCG and the Commission
- Demonstrated ability to effectively manage interpersonal relationships with respect and communicate with influence with internal and external stakeholders
- Capacity to work in a busy environment, working with competing priorities and ability to effectively manage and prioritise workload to deliver agreed outcome
- Highly-developed written and oral communication skills and demonstrated ability to communicate information coherently and concisely to a range of audiences including drafting correspondence, reports, briefing, meeting records and presentations
- Demonstrated strategic, planning, analytical and problem-solving skills, including the ability to assess and manage risk

Desirable qualifications or experience

- Demonstrated experience in a public sector role and understanding of the Commission's role as an end-to-end regulator

Skills and capabilities

The Executive Officer is expected to meet the EL1 level capabilities outlined in the [APS Integrated Leadership System](#) and it is recommended that applicants familiarise themselves with the behavioural expectations outlined in this framework to support preparation of an application.



Key Relationships:

Internal: Executive Leadership Group, National Leadership Group, Sector Capability Group Directors, All Commission staff

External: Government representatives and agencies as requested and required



Capabilities for the role: The APS ILS Framework applies to this position.

Capability Summary

Capability	Description	Behaviour Indicators
Supports Strategic Direction	Inspires a sense of purpose and direction	Translates the strategy into operational goals and creates a shared sense of purpose within the business unit. Engages others in the strategic direction of the work area, encourages their contribution and communicates expected outcomes.
	Focuses strategically	Understands the organisation's objectives and links between the business unit, organisation and the whole of government agenda. Considers the ramifications of a wide range of issues, anticipates priorities and develops long-term plans for own work area.
	Harnesses Information and Opportunities	Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints. Probes information and identifies any critical gaps. Maintains an awareness of the organisation, looks for recent developments that may impact on own business area and finds out about best practice approaches.
	Shows Judgement, Intelligence and common sense	Undertakes objective, critical analysis and distils the core issues. Presents logical arguments and draws accurate conclusions. Anticipates and seeks to minimise risks. Breaks through problems and weighs up the options to identify solutions. Explores possibilities and creative alternatives.
Achieves Results	Builds organisational capability and responsiveness	Evaluates ongoing project performance and identifies critical success factors. Instigates continuous improvement activities. Responds flexibly to changing demands. Builds teams with complementary skills and allocates resources in a manner that delivers results.
	Marshals professional expertise	Values specialist expertise and capitalises on the knowledge within the organisation as well as consulting externally as appropriate. Manages contracts judiciously. Contributes own expertise to achieve outcomes for the business unit.
	Steers and implements change and deals with uncertainty	Establishes clear plans and timeframes for project implementation and outlines specific activities. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.
	Ensures closures and delivers on intended results	Strives to achieve and encourages others to do the same. Monitors progress and identifies risks that may impact on outcomes. Adjusts plans as required. Commits to achieving quality outcomes and ensures documentation procedures are maintained. Seeks feedback from stakeholders to gauge satisfaction.
Cultivates productive working relationships	Nurtures internal and external relationships	Builds and sustains relationships with a network of key people internally and externally. Recognises shared agendas and works toward mutually beneficial outcomes. Anticipates and is responsive to internal and external client needs.
	Facilitates cooperation and partnerships	Brings people together and encourages input from key stakeholders. Finds opportunities to share information and ensures that others are kept informed of issues. Fosters teamwork and rewards cooperative and collaborative behaviour. Resolves conflict using appropriate strategies.
	Values individual differences and diversity	Recognises the positive benefits that can be gained from diversity and encourages the exploration of diverse views. Harnesses understanding of differences to anticipate reactions and enhance interactions. Recognises the different working styles of individuals, and tries to see things from different perspectives.
	Guides, mentors and develops people	Encourages and motivates people to engage in continuous learning, and empowers them by delegating tasks. Agrees clear



		performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Delivers constructive feedback in a manner that gains acceptance and achieves resolution. Deals with under-performance promptly.
Exemplifies personal drive and Integrity	Demonstrates public service professionalism and probity	Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in public and internal forums.
	Engages with risk and shows personal courage	Provides impartial and forthright advice. Challenges important issues constructively, stands by own position and supports others when required. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.
	Commits to action	Takes personal responsibility for meeting objectives and progressing work. Shows initiative and proactively steps in and does what is required. Commits energy and drive to see that goals are achieved.
	Displays resilience	Persists and focuses on achieving objectives even in difficult circumstances. Remains positive and responds to pressure in a controlled manner. Maintains momentum and sustains effort despite criticism or setbacks
	Demonstrates self-awareness and a commitment to personal development.	Critically analyses own performance and seeks feedback from others. Confidently communicates strengths and acknowledges development needs. Acts on negative feedback to improve performance. Reflects on own behaviour and recognises the impact on others. Shows strong commitment to learning and self-development, and embraces challenging new opportunities.
Communicates with influence	Communicates clearly	Confidently presents messages in a clear, concise and articulate manner. Translates information for others, focusing on key points and using appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
	Listens, understands and adapts to audience	Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Anticipates reactions and is prepared to respond. Checks own understanding of others' comments and does not allow misunderstandings to linger.
	Negotiates persuasively	Approaches negotiations with a strong grasp of the key issues, having prepared well in advance. Understands the desired objectives and associated strengths and weaknesses. Anticipates the position of the other party, and adapts approach accordingly. Encourages the support of relevant stakeholders. Encourages debate and identifies common ground to facilitate agreement and acceptance of mutually beneficial solutions.