



Position: Senior Program Officer, Systemic Risk, APS 6

Location: All Commission Offices

Reporting to: Assistant Director, Sector Performance and Improvement

Purpose of position:

The Senior Program Officer facilitates the Commission's management of systemic risks to the health, safety, well-being and quality of life of aged care consumers through ongoing stakeholder engagement, intelligence briefing and the development of robust analysis and reporting mechanisms. These risks include those that are persistent, affect many aged care consumers and/or many aged care providers and services.

The Commission's provider disclosure regimes provide valuable insight into the performance of the aged care sector. By engaging in environmental scanning and analysing insights from consumers and providers, the Commission's Systemic Risk team supports the Executive to identify regulatory risk trends and prioritise systemic risks for treatment. Where there are gaps, the team strives to conduct, collate or procure research to better understand these risks.

The team operates within the Sector Performance and Improvement section, within the Regulatory Policy and Intelligence Group of the Commission. The section oversees a range of programs to help prevent, identify and respond to systemic risks to aged care consumers, including through improving transparency of aged care provider performance; producing reports which provide insight to risks or better practice to the aged care sector; and administering provider disclosure regimes.

The role includes:

- Identifying, assessing, monitoring and corroborating systemic regulatory risks to aged care consumer welfare, including those caused by provider capability, behaviour or aged care system settings.
- Facilitating the development of systems, frameworks, processes and procedures for the consistent analysis, reporting and treatment of systemic regulatory risks.
- Developing and maintaining relationships with a diverse range of internal and external stakeholders to identify risk trends and deliver partnership projects.
- Supporting the Commission's vision to be a risk-based, intelligence-led regulator.
- Providing secretariat support for Commission's Regulatory Risk Committee.
- Assisting the Executive to prioritise systemic risks and decisions on risk treatments.

Key Accountabilities:

- Contribute to the ongoing maintenance of the Commission's systemic regulatory risk registers through risk identification, corroboration, trend analysis and data reporting.
- Conduct environmental scanning to identify factors which may impact risks within the internal and external operating environment.
- Develop systems, frameworks, processes and standard operating procedures for the consistent analysis, reporting and treatment of systemic regulatory risks.
- Contribute to the monitoring, collation and cataloguing of research related to the aged care sector and regulatory risks, including scanning of existing research and implementation of good practice from relevant fields.
- Support the Commission's research activities and facilitate collaborative procurement partnerships with research institutions.
- Develop risk and intelligence briefs for Executive consideration, outlining the identification, assessment and proposed treatment options for systemic regulatory risks.



- Provide secretariat support for the Commission's Regulatory Risk Committee including support for meetings, preparation of agenda papers, drafting of minutes and correspondence and recommendations on emerging issues.
- Collaborate with other Commission teams on partnership initiatives to enhance sector transparency about systemic risks and possible Commission treatments.
- Work within a team providing strategic advice, problem solving and issues management in relation to complex and strategic matters, reporting to the Assistant Director, Sector Performance and Improvement.
- Support the Assistant Director to develop strategic work plans, processes and structures necessary to support the day-to-day functioning of the team, including training and capacity building of new staff.
- Support the Assistant Director in other related tasks as required.

Essential Requirements:

- Demonstrated ability to work strategically with a range of key stakeholders, organise meetings and capture progress action items to achieve mutually beneficial outcomes related to program aims and objectives.
- Highly-developed written and oral communication skills and demonstrated ability to communicate information coherently and concisely to audiences with a range of backgrounds and cultures.
- Demonstrated ability to effectively establish, maintain and manage interpersonal relationships with respect and communicate with influence.
- Excellent critical thinking, problem-solving and analytical skills.
- Demonstrated ability to draw together a wide range of information and synthesise it into a relevant and useable format.
- Demonstrated ability to identify and respond appropriately to risk, including escalation of risks to supervisor and section Director as required.
- Capacity to work collaboratively and effectively with limited instruction as part of a team and deliver outcomes in a busy environment with competing priorities and strict timeframes.

Desirable qualifications or experience

- Understanding of the Australian aged care system.
- Experience working in government.
- Experience working in research and/or knowledge and data translation.
- Experience writing intelligence or risk briefs for an Executive audience.
- Understanding of the Commission's role as a regulator
- Risk management experience in a regulatory context.

Risk Accountabilities:

- Accurate and timely reporting to the Systemic Regulatory Risk Committee: A body comprised of the Commission's Executive Leadership Group which convenes quarterly.
- Active and ongoing systemic regulatory risk identification, monitoring and escalation to the Assistant Director, Sector Performance and Improvement (Systemic Risk) and Director, Sector Performance and Improvement.

Financial Accountabilities:

Nil

People Accountabilities:

Nil

Key Relationships:

Internal: The role involves Commission-wide liaison with Executives, operational staff, policy and intelligence team. The role also directly provides support to the Systemic Regulatory Risk Committee.



External: The role involves liaison with external research partner agencies, universities, government stakeholders, and members of the Risk and Audit Committee

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

Capability Summary

Capability	Description	Behaviour Indicators
Supports Strategic Direction	Supports Shared purpose and direction	Understands, supports and promotes the organisation's vision, mission, and business objectives. Identifies the relationship between organisational goals and operational tasks. Clearly communicates goals and objectives to others. Understands, supports and communicates the reasons for decisions and recommendations.
	Thinks strategically	Understands the work environment and initiates and develops team goals, strategies and work plans. Identifies broader factors, trends and influences that may impact on the team's work objectives. Considers the ramifications of issues and longer-term impact of own work and work area.
	Harnesses Information and Opportunities	Gathers and investigates information from diverse sources and explores new ideas and different viewpoints. Uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on work issues and finds out about best practice approaches.
	Shows Judgement, Intelligence and common sense	Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Identifies problems and works to resolve them. Thinks laterally, identifies, implements and promotes improved work practices.
Achieves Results	Identifies and uses resources wisely	Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements.
	Applies and builds professional expertise	Values specialist expertise and capitalises on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit.
	Responds positively to change	Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.



	Takes responsibility for managing work projects to achieve results	Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction.
Supports productive working relationships	Nurtures internal and external relationships	Builds and sustains positive relationships with team members, stakeholders and clients. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to client and stakeholder needs and expectations.
	Listens to, understands and recognises the needs of others	Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.
	Values, individual differences and diversity	Recognises the positive benefits that can be gained from diversity. Encourages the exploration of diverse views and harnesses the benefits of such views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy.
	Shares learning and supports others	Identifies learning opportunities for others and delegates tasks effectively. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive and regular feedback. Deals with under-performance promptly.
Displays 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 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 internal forums.
	Engages with risk and shows personal courage	Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. 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 does what is required. Commits energy and drive to see that goals are achieved.
	Promotes and adopts a positive and balanced approach to work	Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner.



	Demonstrates self-awareness and a commitment to personal development	Self-evaluates performance and seeks feedback from others. Communicates areas of strengths and acknowledges development needs. Reflects on own behaviour and recognises the impact on others. Shows commitment to learning and self-development.
Communicates with influence	Communicates clearly	Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses 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. Checks own understanding of others' comments and does not allow misunderstandings to linger.
	Negotiates confidently	Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Anticipates and identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully and presents persuasive counter-arguments. Encourages the support of relevant stakeholders.