



## Role Description

Position: Registration/Recertification Officer

Responsible to: Registrar, Registration/Recertification

### Our Vision:

Fostering Excellence in Physiotherapy

*Physiotherapists actively making a difference*

### Our Values:

#### Manaakitanga

Means supporting and valuing relationships maintaining dignity and showing respect

- We connect with and value all people to provide protection
- People and public safety are at the heart of what we do

#### Whakarongo

Means listening with intent to truly understand showing respect in how the Board operates

- Our decision making is informed by seeking and valuing feedback
- We do this whilst acknowledging maintaining and protecting mana of all

#### Mana ōrite

Means showing respect and considering different viewpoints to be fair, equitable in all manners of engagement and responses

- We have fair processes and value and protect the mana of all

#### Whakamārama

Means we seek clear understanding to clarify, be transparent and accountable in what and how we do our mahi

- We enable trust through natural justice and by being open and accountable.

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.

## ORGANISATION PERSPECTIVE

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

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The purpose of this position is to:

Support the Registrar to provide efficient, effective and accurate duties as specified under the Act and as delegated by the Registrar

These duties and accountabilities are to ensure the principal purpose of the Act, which is to protect the health and safety of members of the public.

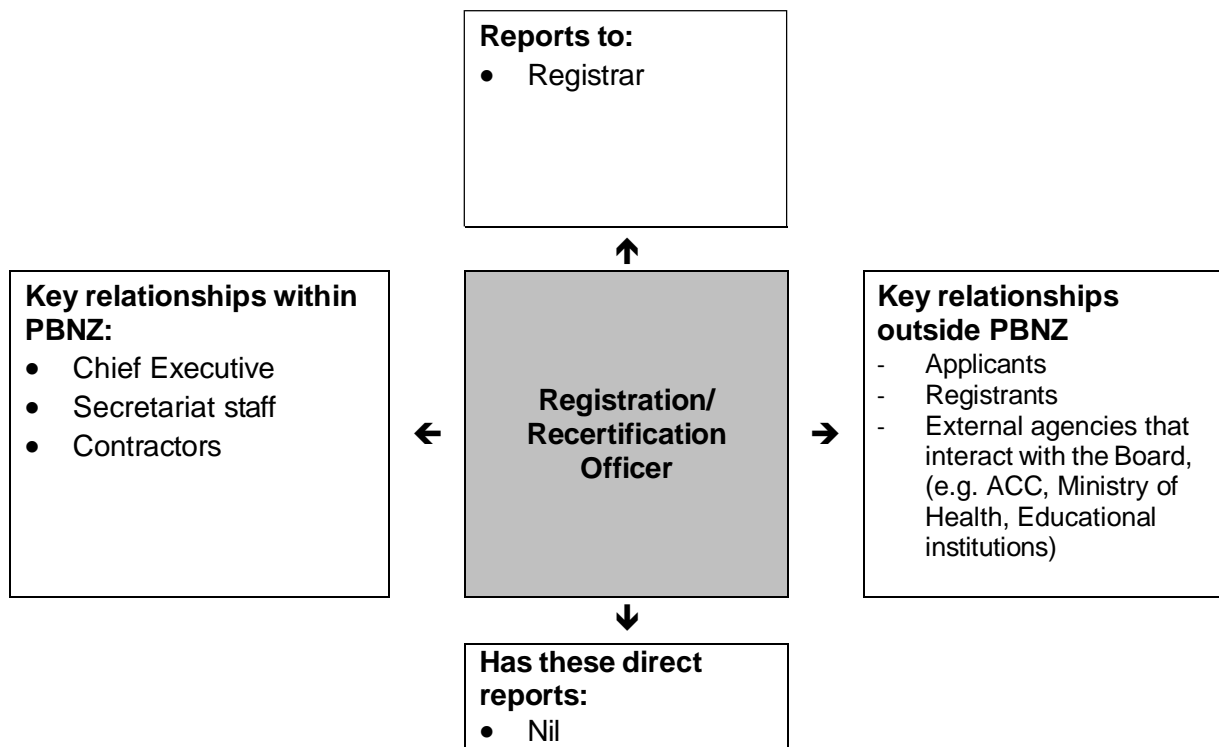
To undertake tasks relating to registration and recertification of practitioners following the Board's established policies and procedures;

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 Registrar.

# KEY RELATIONSHIPS

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# KEY TASKS

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Include, without limitation:

- 1. Registration**
  - Accurate handling of all types of applications for registration.
  - Effective and professional 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.
  - 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 Registrar.
  
- 2. Recertification**
  - Accurate handling of all types of applications for registration.
  - Accurate handling of CPD audit submissions
  - Effective and professional 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.
  - 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 Registrar.
  
- 3. General**
  - 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.
  - Customer feedback (internal and external).

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| <b>4. Professional Development</b> | <ul style="list-style-type: none"><li>- Participates in appropriate training and professional development</li></ul>  | <ul style="list-style-type: none"><li>- Development activity as agreed with the Registrar/Chief Executive</li></ul>  |
| <b>5. Health and Safety</b>        | <ul style="list-style-type: none"><li>- Complies with responsibilities under the Health and Safety at Work Act 2015.</li><li>- Has read and understood the Health &amp; Safety policy and procedures.</li><li>- Actively supports and complies with Health &amp; Safety policy and procedures.</li></ul> | <ul style="list-style-type: none"><li>- 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.</li></ul> |

# CAPABILITY PROFILE

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## Competencies

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

<b>Competency</b>	<b>Behaviours</b>
In Role	<ul style="list-style-type: none"><li>- Can deal comfortably with internal and external stakeholders</li><li>- Understands the wider impact of tasks and maintains attention to detail</li><li>- Actively seeks to develop detailed knowledge of legislation</li><li>- Understands boundaries and appropriately escalates issues</li><li>- Approaches tasks in a manner that is appropriate and positive</li></ul>
Customer Focus	<ul style="list-style-type: none"><li>- Is dedicated to meeting the expectations and requirements of internal and external customers</li><li>- Acts with customers in mind and strives to work constructively with them</li><li>- Establishes and maintains effective relationships with customers and gains their trust and respect</li></ul>
Taking Responsibility	<ul style="list-style-type: none"><li>- Is results focussed and committed to making a difference</li><li>- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected</li><li>- Adjusts work style and approach to fit in with requirements</li><li>- Is reliable – does what they say they will</li><li>- Consistently performs tasks correctly – following set procedures and protocols</li></ul>
Teamwork	<ul style="list-style-type: none"><li>- Develops constructive working relationships with other team members</li><li>- Has a friendly manner and a positive sense of humour</li><li>- Works cooperatively – willingly sharing knowledge and expertise with colleagues</li><li>- Shows flexibility – is willing to take on extra tasks in the short term to help the team meet its commitments</li><li>- Supports in word and action decisions that have been made by the team</li><li>- Shows an understanding of how one's own role directly or indirectly supports the health and independence of the team</li></ul>
Communication	<ul style="list-style-type: none"><li>- Practises active and attentive learning</li><li>- Willingly answers questions and concerns raised by others</li><li>- Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged</li><li>- Is confident in dealing with others</li></ul>
Quality and Innovation	<ul style="list-style-type: none"><li>- Provides quality service to those who rely on it</li><li>- Looks for ways to improve work processes – suggests new ideas and approaches</li><li>- Trials ideas and suggestions for improvement made by others</li><li>- Shows commitment to continuous learning and performance development.</li></ul>

- Integrity and Trust
- Is widely trusted and seen as dependable and reliable
  - Is seen as direct and truthful
  - Keeps confidences
  - Admits mistakes
  - Doesn't misrepresent herself/himself for personal gain.

**Other aspects of capability not covered by the above competencies**

**a) Knowledge and Experience:**

- Undergraduate degree (preferred)
- 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.*