



# Fiji Medical & Dental Secretariat

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## ROLE DESCRIPTION

### Particulars of the position

<b>Role:</b>	Registration Officer
<b>Annual Salary:</b>	\$19,100 p.a.
<b>Location:</b>	105 Amy Street, Toorak
<b>Unit:</b>	Registration
<b>Reports to:</b>	Administrative Officer and the CEO&Registrar
<b>Subordinates:</b>	Nil

### Position purpose

The position is responsible for the timely and accurate assessment of applications and its required documentation for the registration and annual renewal of licenses of practitioners in accordance with the legislation, regulations, standards, guidelines and established processes and procedures. The position also facilitates advisory services for those that are seeking to register and practise medicine or dentistry in accordance with the governing legislation, regulations, guidelines and procedures.

### Core outcomes

The successful incumbents will be responsible for achieving the following core outcomes:

1. Registration
  - Ensure that all applications received for registration and renewal of the licenses from practitioners are processed accurately and in a timely manner and filed as per the governing legislation, regulations, approvals, and the established processes and systems.
  - Ensure that registers of medical & dental practitioners and medical & dental students are maintained and regularly updated in accordance with the legislations, regulations and as per the established processes and procedures.
2. Provision of timely reports and sound advice
  - Facilitate and prepare report for the request of 'Good Standing' from practitioners of medical or dentistry services as and when requested.
  - Provide monthly reports of the business units on a timely basis and as and when requested.
  - Standardize businesses processes and systems for enhanced, effective and efficient services.
  - Provide accurate and timely advice (**written or verbal**) on the registration and renewal of licenses for the practice of medicine and dentistry services received from various communications channels of the Secretariat including to correspondences that are general or complex including drafting of press releases related to registrations and licenses.
3. Corporate activities
  - Provide cover for other staff in times of need.
  - Adhere to organizations rules and regulations including training, professional development of self and subordinates and the Occupational Health and Safety for the care of own and others' health and safety, identify and report any health and safety problem / hazard/risk and implement measures to rectify cause.
  - Actively contributes in all other corporate activities for the benefit of the organization.

## Key Performance Indicators

- a. All applications for registration, renewal of licenses and certificate of Good Standing are processed accurately and filed accordingly within the agreed timeline in accordance with governing legislations, regulations, approvals and established procedures.
- b. Up-to-date registers of medical & dental practitioners and medical & dental students are maintained and reported on in accordance with governing legislations, regulations and established process and procedures.
- c. All communication, received through various communication channels of the Secretariat are responded to within the agreed timeline, recorded and filed as per the governing legislation, regulations and established processes and procedures.
- d. All activities assigned as per Secretariat corporate requirements are completed within the agreed timelines.

## Person Specification

In addition to tertiary qualifications in Management & Public Administration or equivalent OR equivalent relevant experience, the following knowledge, experience, skills and abilities are required:

### Knowledge and Experience

1. At least 2 years' experience in a similar field or that in the application of laws and regulations, policies and procedures in performing key functions of an organization or operation of an organization in a small to large organization.
2. Experience within a complex administrative and service-orientated environment with the ability to apply legislation, policy and procedure requirements against diverse materials/documents to articulate a reasoned response or decision;
3. Experience in management of records, its storage and archiving with preferred understanding in Information Technology and its use to enhance business processes and systems.

### Skills and Abilities

1. Demonstrated organizational and problem-solving skills, including the ability to effectively prioritize and manage multiple tasks and deadlines;
2. Demonstrated attention to detail and the ability to record data and information with a high degree of accuracy;
3. Demonstrated ability to achieve or surpass required results with a passion to improve the delivery of services via continuous improvement to business processes and systems;
4. Ability to keep the customer (internal and/or external) as the focal point of all activity and strives to address customer needs and concerns;
5. Excellent ability to listen, interpret and accurately converse in a clear manner (**oral and written**), providing timely information to customers, stakeholders and representation to maintain productive working relationships (locally and internationally);

6. Ability to work collaboratively and effectively as part of a small team environment and also to show initiative and work independently when required with high regard to the code of conduct and ethics of an organization;
7. Ability to cope with change, setbacks and to demonstrate resilience in a changing environment or lead change management and organize activities related to change management; and
8. Demonstrated computer literacy with high proficiency in a range of applications including Microsoft Office – Word, PowerPoint and Excel.

### **Personal Character and Eligibility**

Applicants for employment in the Fiji Medical & Dental Secretariat (**'Secretariat'**) must be Fiji Citizens, under the age of 60 years, in sound health and with a clear police record. The successful applicant will be required to provide a medical report and police clearance as a condition of employment.

The Secretariat is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible, qualified applicants.