

## Position Description

### Job Information

<b>Position Title</b>	Verification Officer
<b>Business Unit</b>	Engagement
<b>Type of Employment</b>	Full Time / Part Time
<b>Reports To</b>	Director Engagement
<b>Responsible For</b>	Not Applicable

### Job Summary

- Undertake eligibility verifications for overseas trained pharmacists and pharmacists wishing to migrate to Australia in accordance with Department of Education, Skills and Employment Guidelines.
- Undertake eligibility checks for other professions as required.
- Provide administrative support within the Team.

### Key Areas of Responsibility

#### Assessments

- Prepare verification correspondence.
- Work closely within the APC Candidate Engagement Team to resolve candidate queries and provide necessary guidance to enact resolution to candidate issues.
- Undertake checks of eligibility and skills verification in a timely and accurate fashion.
- Ensure accurate recordkeeping of skills verification applications and documentation.
- Undertake verifications in the candidate management system (CRM)
- Assist in the preparation and collation of eligibility documents.
- Manage the electronic storage of client data to ensure efficient retrieval, privacy management, and adherence to APC requirements.
- Actively support ongoing development of the CRM as it relates to Skills verifications
- Assist with IT initiatives such as User Acceptance Testing, Business Process Reengineering, and implementation of IT related projects

#### General

- File maintenance and archiving.
- Other duties as required.

### Experience and Qualifications

#### Preferred

- Previous experience working in a regulatory environment – involving compliance checking, document assessments or similar
- Demonstrated experience in working with Microsoft Dynamics CRM or other customer relationship management / workflow management systems.
- Excellent written and oral communication skills, including the ability to successfully engage with internal and external stakeholders.
- Demonstrated ability to pay close attention to detail while working under pressure and meeting tight deadlines and follow guidance and standards/protocols.

- Demonstrated ability to work independently and cooperatively in a small team environment

## Competencies

### Core Competencies

Competency	Definition
<b>Our Values</b>	Promotes and embodies our values in what we do and how we behave
<b>Holistic Approach</b>	Works in the best interests of APC
<b>Team Oriented</b>	Promotes co-operation and interactions. Values differences among team members and can manage work groups with diverse influences
<b>Achievement Orientated</b>	Identifies and accomplishes challenging objectives or personal goals.

### Mandatory Functional Competencies

Competency	Definition
<b>Communication</b>	Takes the initiative to communicate accurate, up-to-date plans and information. Expresses thoughts clearly, both verbally and in writing. Listens and understands the views of others.
<b>Time Management</b>	Manages responsibilities in a timely and efficient manner.
<b>Effective Relationships and Engagement</b>	Forges productive, cooperative relationships. Understands and responds to others' needs and priorities.
<b>Cultural Awareness</b>	Understands and promotes our path to reconciliation
<b>Diversity and Inclusion</b>	Recognises and values diversity of people, ideas and cultures.
<b>Quality &amp; Professionalism</b>	Maintains high work standards and takes personal responsibility

### Job Specific Competencies

Competency	Definition
<b>Stakeholder Management</b>	The ability to demonstrate concern for satisfying external and/or internal stakeholders
<b>Attention to detail</b>	Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.
<b>Planning and Organising</b>	Establishes a course of action for self and/or others to accomplish a specific goal
<b>Judgement</b>	Makes sound decisions while considering alternatives
<b>Flexibility</b>	Recognises and responds to unanticipated events and requirements.

### Position 'Effort' Estimate

Main Function	Estimated Effort (%)
Undertake Verifications	95%
General	5%
TOTAL	100%