**Registration Officer**

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| **Reports to:** | Deputy Registrar |
| **Direct reports:** | 0  |
| **Finance** | Nil |
| **Location:** | Wellington |

***He ara pukenga, he ara tauwhiro, hei whakamana mata waka***

***The many pathways of knowledge, the many pathways of social work,***

 ***upholding the dignity of all***

**Our purpose**

The Social Workers Registration Board (SWRB) is the regulatory authority responsible for the registration of social workers.

The SWRB’s primary function is to protect the safety of members of the public by ensuring that social workers are competent, fit to practise, and accountable for the way in which they practise. A further purpose is to enhance the professionalism of social workers.

**Our values**

**Matatika:**To do what is right and just; ethical, fair, equitable, honest, unbiased, impartial, moral, trustworthy

**Manaaki:**To look after the dignity of others, to support, to tend to, take care of, protect, look out for, show respect, generosity and kindness towards others.

**Mahitahi:**To work together as one, collaborate, cooperate, co-design, connect, interact, reciprocate, discuss, debate, work in unity with teamwork and synergy.

**Māia:**To be bold, brave, capable, confident, courageous, demonstrating endurance, strength, and resilience.

# Purpose of the position

The Registration Officer supports the day-to-day operation of the SWRB registration processes. As the first point of contact with applicants, the Registration Officer is the face of the organisation and plays an important part in creating a positive experience for customers.

# Key accountabilities and deliverables

**Registration Processes**

* Work with applicants and employer’s enquiries in relation to registration
* Draft reports for the Board as required in relation to applications
* Process applications and ensure applications for registration are received and processed efficiently and effectively
* Advise Registration/Certification Team Leader and Registrar of need for any changes to the registration processes
* Advise Registration/Certification Team Leader and Registrar of possible enhancements to the registration database

**Practising Certificate Process**

* Assist the Registration/Certification Team Leader with the Practising Certificate renewal and associated processes
* Advise the CE or Registrar and Registration/Certification Team Leader of need for any changes to the APC renewal process

**Communication with social workers**

* Manage all inbound and outbound calls in a timely manner
* Respond to regulatory team emails on a rostered basis
* Following call centre “scripts” when handling different topics
* Identify customers’ needs, clarify information, research every issue and provide solutions

**Administration**

* Undertake administrative tasks which may include:
* Archiving
* Ensuring RSW details are updated
* Assist with following up payments

**Health, Safety and Emergency Management**

* Comply with and support all health and safety policies, guidelines and initiatives
* Ensure all incidents, injuries and near misses are reported into our Health and Safety reporting log
* Take responsibility for meeting the SWRB’s obligations in workplace health and safety

**Being part of the Social Workers Registration Board Team**:

* Adhere to all SWRB procedures, policies, guidelines, and standards of integrity and conduct
* Actively and positively participate as a member of the team
* Maintain strong respectful relationships with colleagues within the SWRB, and work in a collegial and integrated way, to provide timely, high quality services
* Comply with all legislative and regulatory requirements and report any breaches as soon as they become known
* Proactively look for opportunities to improve SWRB’s operations
* Demonstrate commitment to the Treaty of Waitangi and respect and incorporate these into your work
* From time to time, you may be required to perform other reasonable duties as requested by your manager

**Key relationships**

**Internal relationships**

* Chief Executive – Social Work Registration Board
* Registrar – Social Work Registration Board
* Chief Advisor: Social Work
* SWRB Staff
* Members of the Board

**External relationships**

* Applicants for Registration and their employers
* Registered social workers and their employers
* Applicants for Overseas Qualification Assessments
* Education Providers
* ANZASW
* AASW
* Competence Assessors
* Others as required

# Skills and experience

* Strong general computer skills, including sound database systems, spreadsheet and office package skills
* Experience working collegially in a team environment
* A tertiary qualification or relevant work experience
* Intermediate level MS Word and Excel skill
* Proven discretion, tact and diplomacy in dealing with confidential and/or personal work-related information

# Core competencies

| **Competencies** | **Descriptors** |
| --- | --- |
| **Māori Crown Relations Capability Framework** Government is aiming for all public servants to reach the “comfort” level for the 6 core competencies. Specific roles will require deeper skill levels and specialist skills. | * Actively engages with the Māori Crown Relationships Framework
* Participates in all internal activities to support capability development
* Include at least one Māori Crown Relationships Framework goal in performance plans
* Aims to reach comfort level across the 6 core competencies
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| **Integrity**The ability to maintain confidences and trust, and to act in an honest, ethical, and professional manner. This also includes operating with credibility in any situation. | * Displays high personal ethics and acts as a role model for the organisation
* Consistently demonstrates the desired behaviours and has a reputation for trustworthiness
* Able to handle situations that involve major ethical dilemmas
* Is widely trusted
* Is seen as a direct, truthful individual
* Can present the unvarnished truth in an appropriate and helpful manner
* Keeps confidences
* Admits mistakes
* Doesn’t misrepresent him/herself for personal gain
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| **Quality** | * Strong organisational skills and meticulous attention to detail
* Maintains professional file keeping and document management systems.
* Participates in and undertakes peer review of documents
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| **Customer Service**Customer service is the act of taking care of the external and internal customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met. | * Knowledge of products and the ability to communicate the information clearly
* Ability to use positive language
* Unflappable, patient, attentive and empathetic
* Ability to handle surprises, to read customers and respond appropriately
* Understand the processes that sit behind effective customer service
* Strong time management skills
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| **Problem Solving**Implements policies, strategies and programmes to achieve the SWRB’s strategic direction with a continuous improvement focusProvides feedback into policy/process gaps or enhancements required as Effectively utilise available information and experience to resolve situations, analysing associated risks to resolve situations. | * Uses rigorous logic and methods to solve difficult problems with effective solutions
* Probes all fruitful sources for answers
* Can see hidden problems
* Is excellent at honest analysis
* Looks beyond the obvious and doesn’t stop at the first answers
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| **Continuous Improvement**The ability to review, develop and improve systems, processes, and services in order to maximise organisational performance and support the achievement of the SWRB’s strategic goals. This includes the ability to lead and drive change and to support others through change processes. | * Demonstrates a strong desire to find better ways of doing things
* Promotes the attitude “we can keep doing things better”
* Seeks and accepts suggestions from others about service improvements
* Is prepared to take responsibility for developing and implementing ideas for improvement
* Helps others understand the implications of change and guides them through change processes
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| **Communication**Covers communication through written, electronic, or visual means and oral communication, in both informal and formal situations. This may include the need to convey basic information clearly and accurately; conveying information in the most appropriate format; and explaining complex or detailed specialist information. | * Effective verbal and written communication skills
* Should be able to adapt communication style to suit different audiences
* Effective facilitation skills. Should be able to facilitate group discussions
* Attention to detail. Should be able to develop accurate written materials
* Action orientated. Should be able to follow up on feedback to ensure positive outcomes
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| **Cultural Responsiveness**The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups, effectively relating to clients from diverse cultural backgrounds, fostering a culturally safe working environment for staff. | * Knows how to address issues that impact on clients, employees, stakeholders and communities from different cultural backgrounds
* Provides services to clients with sensitivity, understanding, and respect for the client’s culture
* Works in ways that enhance consultative relationships with different cultural groups and acts on opportunities to engage with them
* Takes opportunities to grow knowledge and understanding including understanding of mātauranga Māori, tikanga, and te ao Māori
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