



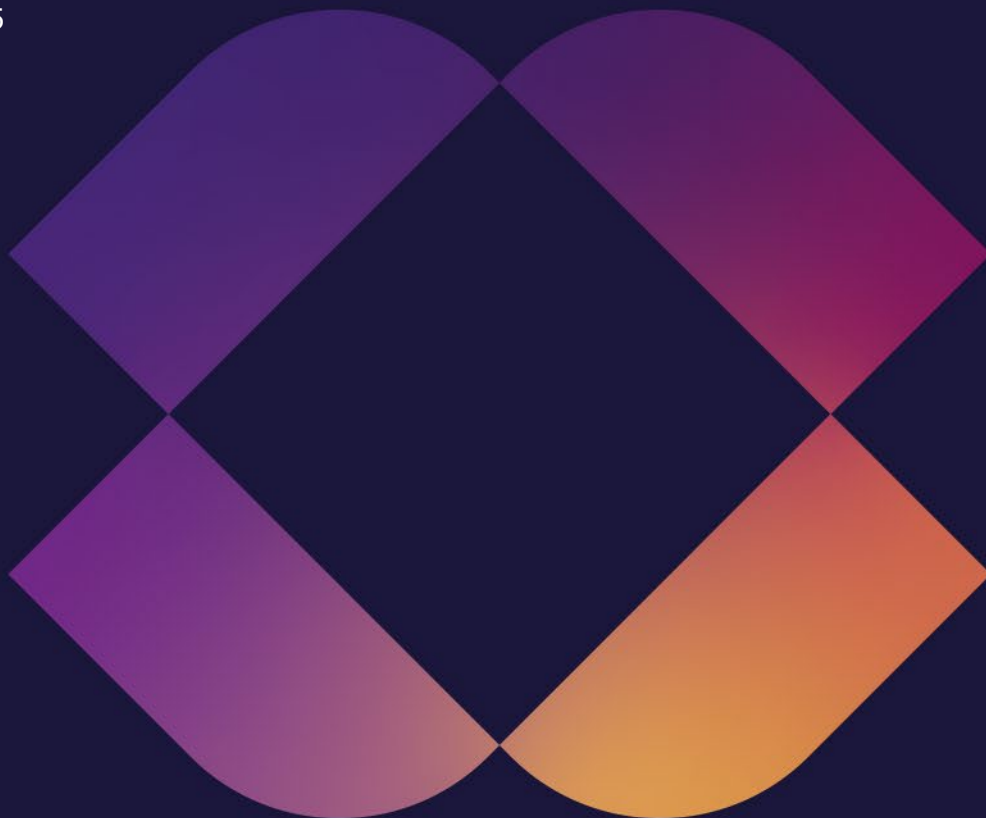
Australian Government  
Professional Services Review

# Candidate Information Kit

## APS4 Paralegal

(\$78,308 - \$84,067 plus 15.4% superannuation)

Prepared  
28/02/2025



## Acknowledgement of Country

PSR acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

## Our role

To protect patients and the community from the risks associated with inappropriate practice and to protect the Commonwealth from having to meet the cost of medical or health services provided as a result of inappropriate practice.

# APS4 Paralegal

Reference number	3/2025
Position title	Paralegal
Classification / Salary	APS4 (\$78,308 - \$84,067) plus 15.4% superannuation
APS Job Family	Legal and Parliamentary
Business unit	Case Management Unit
Location	Canberra, ACT
Employment status	Ongoing Fulltime or Part-time
Security clearance	Ability to obtain and maintain a Baseline security clearance.
Contact person	Jordan Sacco Principal Legal Officer Tel: 0458 710 317
Closing date	11.59pm (ADST) on Wednesday, 2 April 2025

## Eligibility information

- Under section 22(8) of the *Public Service Act 1999*, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing.
- Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required security clearance level for the role as indicated. All PSR staff are required to have a minimum Baseline security clearance prior to commencement.
- Successful applicants will be required to undergo a mandatory National Criminal History check.

# About Professional Services Review

Professional Service Review (PSR) includes three types of entities with their own statutory functions:

*Office of the Director and Associate Director:* The Director of PSR is a medical practitioner who is the Agency Head. The Director is supported by Associate Directors who are also medical practitioners. The Director and Associate Directors review the conduct of persons referred by the Chief Executive Medicare and may resolve matters or refer matters to a PSR Committee.

*PSR Committees:* PSR Committees are established by the Director or Associate Director and are comprised of health practitioners. Committees conduct inquiries into the conduct of persons under review.

*Determining Authority:* The Determining Authority is a body constituted by health practitioner members and a community representative. The DA considers matters following the Director/Associate Director and Committee stage.

PSR staff support each of the PSR entities as required. The outcome of a PSR investigation can include the repayment of Medicare or Dental Benefits and disqualification from Medicare or the PBS.

PSR is guided by the:

- *Health Insurance Act 1973*
- *Public Service Act 1999*
- *Public Governance, Performance and Accountability Act 2013.*

## Our purpose, vision and goals

Our **purpose** is to act with integrity to enable the operation of the PSR Scheme. The PSR Scheme helps to safeguard the Australian public from the risk and cost of inappropriate practice within Medicare, the CDBS and the PBS.

The **vision** of PSR is to:

- conduct its business in a transparent process that resolves concerns efficiently and accurately
- play a key role in protecting the integrity of Australia's universal health system
- be held in high esteem by the professions, who actively support the process and the people who run the Scheme
- be a model public service agency by meeting government and public expectations and demonstrating the principles of good governance.

To achieve our vision, we have 4 **goals**:

1. PSR complies with Commonwealth laws and conducts its business accurately, effectively and efficiently.
2. PSR monitors and reports on its performance and is committed to continuous improvement.
3. PSR is a model APS employer able to attract, develop and retain high quality people.
4. PSR is respected and has the confidence of its stakeholders.

## About the business unit

The Case Management Unit is a small team that reports to the Special Counsel and supports the Director, Associate Directors, Committees and the Determining Authority to manage and progress cases which have been referred to PSR efficiently and effectively.

## About the position

The Paralegal is responsible for working with PSR's high performing in-house legal team to manage the Director and Associate Director's caseload including providing guidance on procedural, legislative and regulatory matters, providing high level secretariat support and ensuring excellent document and record management. This also involves working collaboratively in a small team.

The Paralegal receives advice and guidance from their supervisor but has responsibility for setting their own work priorities and ensuring it is completed accurately and within deadlines.

Work conducted by the Paralegal is subject to review and accuracy checks prior to release internally or externally. The Paralegal is required to apply logic, initiative, knowledge and sound judgement in the exercise of daily duties.

The Paralegal refers decisions requiring or resulting in significant change to outcomes or timeframes or which relate to the strategic direction of a case to senior staff in the Case Management Unit.

### **Duties and responsibilities**

Under direction, the Paralegal undertakes duties in accordance with the agreed standards for the APS 4 classification.

The duties of the Paralegal include:

- assisting with cases at the Director or Associate Director's review stage, and providing effective legal and administrative support to the Case Management Unit
- under the guidance of PSR's lawyers, drafting decisions with PSR's statutory framework and according to principles of administrative law and involving interpreting medical information, to support PSR's decision-makers to make legally-sound decisions
- drafting correspondence to the Chief Executive Medicare, PSR panel members, practitioners under review and their legal representatives
- management of electronic records and keeping case flow reports updated
- communicating with practitioners under review and their lawyers, medical consultants and PSR panel members
- legal research
- assisting with management of external PSR consultant process including drafting, reviewing and monitoring contracts and required spending approvals and liaising with medical specialists

- assisting with FOI requests and drafting materials required for privacy and governance matters and providing advice on the PGPA Act, as required
- providing support in relation to outsourcing of legal services in relation to litigation including drafting spending approvals, file management, attending hearings and assisting with instructions under the supervision of a senior lawyer.

### Expectations of the role

The knowledge, experience, core skills and personal qualities required for this position include:

- high level writing and proofreading skills
- capacity to work independently and collaboratively in a small team
- excellent attention to detail and the ability to meet competing deadlines
- ability to obtain and maintain knowledge of relevant legislation including, specifically, Part VAA of the *Health Insurance Act 1973*, related regulations and the Medicare Benefits Schedule
- ability to engage with medical records and terminology.

The Paralegal may be required to undertake duties outside standard working hours.

### Qualifications and experience

Mandatory	Nil
Desirable	Previous experience as a Paralegal or relevant experience in a similar working environment.

## Working at PSR

### What we offer:

- negotiable salary entry points
- attractive 15.4% superannuation
- free car parking at Brindabella Park
- flexible working arrangements for working hours and work from home options
- salary sacrificing options including superannuation
- professional learning and development opportunities including:
  - training courses
  - e-learning
  - study assistance program offering financial support and time for study
- family friendly and work life balance provisions including:
  - 4 weeks of annual leave
  - ability to purchase leave
  - Christmas closedown
  - 18 days personal/carers leave
  - 18 weeks parental leave for primary carers
- support for diversity, good health and wellbeing, such as:
  - cultural, ceremonial and NAIDOC leave
  - Healthy Lifestyle Contribution

- voluntary free annual influenza vaccination
- access to Employee Assistance Program (EAP)
- volunteer leave.

The terms and conditions for PSR employees can be found in the [PSR Enterprise Agreement 2024 – 2027](#).

## Workplace diversity

PSR is committed to creating an inclusive work environment and is proud to be an equal opportunity employer and as such, we welcome and encourage applications from all diversity communities including Aboriginal and Torres Strait Islander peoples, gender, gender identity, people with disability, LGBTIQ+ people and people from diverse linguistic and cultural backgrounds.

## Ongoing suitability

All APS employees are required to comply with the APS Code of Conduct, including to at all times, behave in a way that upholds the APS Values and Employment Principles, and the integrity and good reputation of the PSR and the APS. This ensures public trust in the impartiality and reputation of the APS. Employees must also disclose any real or perceived conflicts of interest. To learn more please refer to the [APS Values and Code of Conduct in Practice](#).

# About the process

PSR uses a range of assessment options and processes to assist in selecting suitably qualified and experienced applicants. We uphold the [Merit Principle](#), and our processes are designed to select the right people for our roles.

## Recruitment process and indicative timeline

- Applications close - Wednesday, 2 April 2025
- Interviews – week commencing Monday, 7 April 2025
- Referee checks completed post interview
- Outcomes advised – week commencing Monday, 14 April 2025 (*subject to change*).

## What are the steps?

Apply	Complete and submit your Applicant Cover Sheet, 'pitch' (see below) and a resume of no more than three pages.  In exceptional circumstances an application may be accepted after the advertised closing date. Applicants who require an extension must discuss with the contact person 24 hours prior to the vacancy closing date.
Shortlist	Applicants for this process will be assessed on their written application using the APS <a href="#">Work Level Standards</a> (WLS).

Interview	<p>Shortlisted applicants will be invited to attend an interview. Interviews may be held in person, by phone or via MS Teams.</p> <p>Interview panels are usually comprised of three members. Applicants should be prepared at interview to discuss examples of past and present behaviour detailing specific achievements and challenges faced.</p> <p>For some processes, the selection panel may use alternative or additional assessment approaches (such as a written exercise) to determine applicant suitability. Applicants will be advised in these situations.</p>
Referees	<p>Referees may be contacted for further assessment of suitability. References are usually only sought for applicants under consideration for the position or the merit pool. Nominated referees should be able to comment on and rate your recent work performance.</p> <p>The selection panel can request a written report or seek verbal referee comments at any stage of the selection process.</p> <p>Please advise the selection panel of any sensitivity around contacting referees.</p>
Process complete	<p>After the Delegate has approved the process, a merit pool may be established. All applicants will be notified of their outcome.</p>

## How to apply

Your application should be addressed to the contact person and submitted via email to [HR Enquiries](#). If you are having any difficulties submitting your application, please contact the HR Officer on 0476 876 168.

As part of your application, you will need to provide:

- your 750 words 'pitch' detailing your relevant skills and experience against the selection criteria
- your current resume of no more than three pages
- the name and contact details of two referees
- completed Applicant Cover Sheet (available on the [PSR website](#))

## Pitch

Please prepare a 'pitch' of no more than 750 words to describe how your skills and experience would contribute to the position within PSR. Please ensure that you address the outlined selection criteria and the position requirements when preparing your pitch.

Your pitch is your opportunity to tell us why you are the right fit for a position with the PSR. Tell us why you want to work for us, and why you are interested in the advertised role. We want to know how your skills and experience would contribute to the role and the work of PSR. Make sure to highlight relevant examples and accomplishments that demonstrate your ability to perform the role.

Use of the **STAR** method (**S**ituation, **T**ask, **A**ction, **R**esult), or equivalent, can be an approach adopted to articulate your examples. Further information on the **STAR** method can be found in the



[APS Cracking the Code](#) and will help you understand the requirements, prepare and complete your application. Information for Aboriginal and Torres Strait Islander applicants is available in [Section 5 - Cracking the Code](#).

Information on the required skills and capabilities for a role at this level can be found in the APS [Work Level Standards](#) available on the Australian Public Service Commission website.

### Communication from PSR

Please ensure the contact information you supply is up to date. If you are selected for an interview, you will be contacted via your preferred contact method indicated on the Applicant Cover Sheet.

You can update your contact details or withdraw your application at any time by emailing [HR Enquiries](#).

### Merit pool

This recruitment process is being used to fill current and future ongoing and non-ongoing vacancies. A merit pool of suitable applicants may be created which may be used to fill vacancies for similar roles in PSR should they become available over the next 18 months.

Non-ongoing vacancies will be offered for an initial period of up to 12 months.

Should a position become ongoing, then the merit pool established through this selection process may be used to fill the vacancy on an ongoing basis.

If you are placed in a merit pool, you can consent to your application/information being shared with other Commonwealth Agencies to fill similar roles in the APS.

### RecruitAbility

PSR is committed to supporting employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into the RecruitAbility Scheme and meet the minimum requirements of the agency.

If you identify as a person with a disability, you can 'opt in' for RecruitAbility on the Applicant Cover Sheet.

Further information on [RecruitAbility](#) is available on the Australian Public Service Commission's website.



## Reasonable adjustments

PSR is open to facilitating reasonable adjustments to ensure that you can participate equitably in the recruitment process. Reasonable adjustments are not limited to persons with disability. For example, reasonable adjustments may include additional time to complete recruitment tasks, accessible computer hardware and software, or individual needs relating to illness or injury. Please discuss your needs with the contact person at any stage of the recruitment process. Requests will be managed sensitively and confidentially.

To find out more about reasonable adjustment you can contact the HR Officer on 0476 876 168 or [HR Enquiries](#). Further information regarding [reasonable adjustments](#) is available on the Australian Public Service Commission's website.

## Privacy

Information supplied for this selection process will be used for selection purposes only and can be used for a period of 18 months from advertising. Files will be stored electronically and accessed by the Human Resources team, hiring managers and selection panel members.

Further information can be found in the [PSR Privacy Policy](#).

# Further information

Please contact PSR HR on 0476 876 168 or email [HR Enquiries](#) for further information on how to apply for this position.



# Professional Services Review