

Information Package

Administration Officer, Strong Minds (Mental Health)

Thank you for considering Marathon Health as your next employer. We deliver accessible, quality health and wellbeing services and programs to rural, regional and remote communities. We are an independent not-for-profit organisation that prides ourselves on our workplace culture. We recently won the 2017 Regional Business of the Year and Employer of Choice categories at the Western NSW Business Chamber Awards.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

If you have any questions after you have read this document, please refer them to Human Resources via email hr@marathonhealth.com.au or phone 02 6333 2800.

Benefits of Employment

Our staff benefit from genuine work / life balance, up to \$15,900 tax free salary packaging per annum, and other generous employee conditions and opportunities including:

- Exposure to rural and remote service delivery;
- 5 weeks annual leave per annum;
- Extra paid leave days over Christmas / New Year shutdown;
- A professional development allowance of \$1,500 per annum (after probation);
- Access up to 5 days paid study leave per annum;
- Time and resource support for clinical supervision (if required);
- Support and learning opportunities which come from working in a multi-disciplinary team.

Position Summary

We are seeking an experienced administrator for our mental health program 'Strong Minds'. Your duties will include program administration, liaison with stakeholders, contract administration and financials, data entry and database maintenance.

The ideal candidate will have excellent administration capabilities, experience with MS Office and databases at intermediate level, and a flexible "can-do" attitude. Experience in invoicing, contracts and reporting would be highly regarded.

You will enjoy a competitive salary, access to salary packaging of up to \$15,900 tax free p.a, and other generous employee conditions.

Applications close 9am Monday 15th January 2018.



Bathurst Office

265 Durham Street
PO Box 175 | Bathurst NSW 2795
T 02 6333 2800 | F 02 6332 6648

Dubbo Office

106 Talbragar Street
PO Box 1834 | Dubbo NSW 2830
T 02 6826 5200 | F 02 6826 5299
ABN 86 154 318 975

www.marathonhealth.com.au

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Guidelines for Applicants

These guidelines aim to assist you in submitting applications for advertised vacancies with Marathon Health.

Applying for a position

The following may assist you in preparing your application:

- Obtain and carefully read the Information Package for the position of interest.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took, and summarise the subsequent result. Keep your responses concise and in addition to your resume.
- Be aware of the closing date. If, for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

What you need to include in your application

Marathon Health uses a streamlined approach to recruitment. All applications require:

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document)
3. Resume/Curriculum Vitae (CV) that should include:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position
 - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

Submitting your application

Applications should be submitted via email (by the closing date and time) to:

hr@marathonhealth.com.au

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Position Title	Administration Officer, Strong Minds (Mental Health)
Location	As per employment contract
Reports to	Manager, Mental Health Community Programs
Hours	As per employment contract
Conditions of Employment:	<ul style="list-style-type: none"> • Western NSW Medicare Local Enterprise Agreement 2013 • Marathon Health Policies and Procedures • Police Check • Position Description • Letter of Offer
Incumbent	Vacant
Contract Period:	As per employment contract

Purpose of the Role

The Administration Officer, Strong Minds (Mental Health) will work closely with, and provide support to, the Manager Mental Health Community Programs to ensure the efficient implementation, operation and evaluation of the Strong Minds Western Program.

A key role will be coordinating subcontractor contracts and service level agreements; and processing of invoices in line with set budget allocations to ensure funding requirements are adhered to and reporting requirements are available for the Manager Mental Health Community Program.

Key Relationships

The Administration Officer, Strong Minds is an employee of Marathon Health and reports directly to the Manager Mental Health Community Programs. You will be required to maintain collaborative and effective working relationships with other staff employed within the Strong Minds team; and staff providing services within Marathon Health more broadly. You will liaise closely with , other service providers and partner organisations , community organisations or individuals who have an interest in Marathon Health; and as necessary with the Marathon Health Board members.

Position Responsibilities

Indicative responsibilities of this role include:

Budget Administration

- Assist with annual budget preparation and maintain electronic processes for tracking of the Strong Minds Western budget.
- Allocate providers hours, travel and room rental and monitor to ensure they are meeting their targets/ budget.
- Track provider invoices against budget allocations and monitor overall provider spend on a monthly basis to ensure it is within monthly and annual forecasts.
- Provide regular feedback to the Manager Mental Health Community Programs around risks or anomalies in relation to contracts, SLAs or program finances.

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- Participate and provide input into service planning; reallocation of resources to meet community needs e.g. new services, increase/ decrease services in line with the budget.
- Participate in budget meetings with Executive Manager Finance & Corporate along with the Manager Mental Health Community Programs.

Contract Administration

- Maintain contract database and ensure all relevant documentation is current and on file.
- Create and distribute Service Level Agreements (SLA's).
- Allocate contractors hours and undertake monthly tracking of contractor hours against the budget.
- Process contractor invoices and provide timely feedback of any anomalies.
- Work with the Data Officer to track session and referral data ensuring providers meet their contractual arrangements.
- Source suitable premises for providers and negotiate room fee (within budget allocation).
- Liaise with contract providers and set up systems to ensure regular communications.
- Support Manager Community Mental Health Programs in identifying new service needs and evaluating gaps in service provision.

Reporting

- Assist with the preparation of detailed quarterly, half yearly and annual reports.
- Undertake quality management activities as directed by the Manager Mental Health Community Programs.

Intake and Referral Support

- Backfill the Intake line when required.
- Support the Intake Team with provider allocation and demand management.

Data and Document Management

- Manage the collection of contract data from external health service providers (subcontractors) within the region.
- Manage the program data base and run reports on service activity, efficiency and effectiveness.
- Prepare and distribute correspondence relating to core program areas.
- Maintain relevant sections of Marathon Health's website (Chilli).
- Contribute to internal and external reporting requirements as directed.
- Assist the Strong Minds Data Officer when required to ensure the National Minimum data set is maintained with pre and post service outcome data.

Liaison and Communication

- Participate in weekly meetings with the Manager Mental Health Community Programs.
- Maintain linkages and communication with internal clinical program staff, key stakeholders, including GP's, Allied Health Providers, Local Health Service and other relevant Mental Health Services and programs.
- Coordinate program materials to promote the programs for GPs, providers and consumers.

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- Assist with promotion and education of Strong Minds Western to the community and relevant stakeholders.

Miscellaneous

- Assist the Clinical Lead to coordinate twice per annum medical file audits completed by external Strong Minds Program providers (contractors).
- Act as contact point for doctors / clients / providers for the program complaints process.
- Assist the Manager and Clinical Lead to draft responses to complaints.

Other Duties

- Actively communicate, and share knowledge, with other Marathon Health team members to ensure quality services.
- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our ICARE values:

- Integrity & Trust
- Collaboration & Innovation
- Achievement & Excellence
- Respect & Empowerment
- Empathy & Understanding

Special Job Requirements

1. Screening including criminal history, working with children check, qualifications, and professional registration may be undertaken prior to commencing employment.
2. Eligibility to work in Australia – you must be an Australian citizen or permanent resident, or a New Zealand citizen.
3. Valid Driver License. On the occasions when you use a privately owned motor vehicle for work-related purposes, Marathon Health will pay a motor vehicle allowance on a per kilometre basis, according to our Policies and Procedures.

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfill the position objectives.

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It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____ Date _____

Selection Criteria

Essential

- Experience working in a administrative role (preferably in a health related field) or recent tertiary graduate.
- Excellent communication and interpersonal skills with the ability to work with a range of stakeholders and contractors.
- Excellent time management and organisational skills.
- Strong computing skills (including MS Office Suite particularly Excel) and the ability to maintain electronic databases.

Highly Desirable

- Demonstrated understanding of mental health issues.
- Experience in any of the following:
 - Budgets
 - Contracts / Service Level Agreements
 - Data analysis
 - Reporting on service delivery