

Position Description

Position Title:	Senior Intake and Administration Officer
Classification:	Stream D - Direct Service Delivery, Band 1

Purpose of the Role

The Senior Intake and Administration Officer provides high level administration to support the operationalisation of the Westfund Care Coordination Pilot Program, with a focus on customer service, member intake, data integrity and member satisfaction.

Key Relationships

This position reports to the Team Lead- Westfund Care Coordinator program and has working relationships with Marathon Health employees, contractors and stakeholders.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Coordinate and lead the day-to-day intake and operational requirements for the Westfund Care Coordination Program.
- Uphold a high level of customer service towards members, staff, and stakeholders.
- Coordinate and support effective delivery of general intake and office administrative duties including answering phones, fielding enquiries, organising catering, fleet etc.
- Support the service delivery team to complete relevant and timely customer service (internally and externally), data entry, service allocation/coordination, general office-based supports, and other tasks as required.
- Provide data and administration support for care coordination, Team Leader and others as required – including receiving clients, data entry, scanning and uploading documents, billing, batching and electronic claims, travel bookings, etc.
- Creation of forms, spreadsheets, and other relevant tools to support improved and efficient service delivery.
- Provide program-specific administration and coordination support where required.
- Review office systems and procedures to improve efficiency and effectiveness and make recommendations to line managers for improvements.
- Prepare and present relevant performance and activity reports as required.
- Actively participate in, take minutes, and/or lead key meetings as required.
- Undertake delegated tasks and assignments under the direction of managers.
- Maintain accurate records, files, and data in accordance with privacy law, contract obligations, policies, and procedures.
- Liaise as appropriate regarding expenditure; maintain and reconcile Marathon Health credit card; adhere to Marathon Health's Finance policies and procedures.
- Liaise where required with Finance and IT to support the adoption and operationalisation of key system improvements and transformations.

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Other Duties

- 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. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

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 fulfil the position objectives.

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 _____

Print Name _____

Selection Criteria

Essential

- Excellent customer service skills.
- Demonstrated experience providing strong administrative support.
- Proven strong computer skills including a proficiency in Microsoft Office Suite; primarily Word, Excel and Outlook.
- Demonstrated accurate data entry skills.
- Professional verbal and written communication skills.
- Demonstrated ability to work effectively in a team environment.
- Excellent organisational and time management skills, with the ability to manage priorities and meet deadlines.
- Current drivers' licence.

Desirable

- Medical literacy and experience working in a health environment.
- Experience working in client management data bases.