

Position Description

Position Title:	Program Support – Primary Health
Classification:	Stream B - Program Support

Purpose of the Role

The Program Support – Primary Health role provides high-level coordination and administrative support to the Portfolio Manager – Primary Health, assisting with the implementation of programs across the portfolio, including the Wagga GP After Hours Service. Responsibilities include supporting daily operations, data entry, report preparation, rostering, and working with management to identify and improve systems.

With a strong focus on client service and experience, the Program Support – Primary Health role helps foster a culture of excellence in frontline care by ensuring effective, portfolio-wide use of systems that support the needs of a multidisciplinary allied health team.

Key Relationships

This role reports directly to the Portfolio Manager – Primary Health and works closely with clinical and other team members across the organisation. The Program Support – Primary Health also liaises with key stakeholders, including GPs, Practice Managers, subcontractors, clients, and community organisations, to support program operations

Position Responsibilities

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

- Provide and manage a range of administrative and support service functions to meet the business needs of the Primary Health Portfolio (including but not limited to fleet, invoicing and payments and bookings)
- Support the Portfolio Manager to coordinate the day-to-day operational requirements for relevant programs
- Ensure all clients referred to programs receive efficient and timely access to appropriate services (including undertaking client intake assessments when required)
- Respond to and resolve enquiries (including complex enquiries) and issues to ensure the provision of accurate information, and the timely and effective resolution of issues. This may include meeting with clients and their families or external stakeholders to answer and resolve.
- Coordinate and manage records and databases, including the intake and referral systems of Portfolio programs.
- Develop, implement and monitor office systems, procedures and methods, adapting processes and techniques as required, to facilitate and improve on efficient team and program operations
- Undertake data entry and recording of program statistics.
- Ensure program guidelines, policies, referral documentation and client records are up to date and maintained in accordance with Marathon Health policies procedures and relevant legislation

- Oversee contractor management including room rentals and be a point of contact for contractors.
- Undertake promotional activities to educate GP's and key stakeholders about the services on offer and appropriate referral pathways
- Participation on on-call roster as required
- Other duties, with scope or role as directed

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

- Qualifications and/or relevant experience in performing administrative support (minimum Certificate III qualification).
- Demonstrated high level organisation and time management skills.
- Demonstrated high level communication skills and ability to work with clients, carers, and a range of stakeholders.
- Demonstrated ability to work within a multidisciplinary team.
- Strong skills in document management and ability to use a clinical software package for electronic client records
- High level of initiative, complete discretion and judgment.

Desirable

- Qualifications in health service management
- Knowledge and experience of General practice, health related services and Medicare billing
- Experience in overseeing remotely located staff and sub-contractors