

Position Description

Position Title:	Senior Program Support – Mental Health and Wellbeing
Classification:	Stream D - Direct Service Delivery, Band 2

Purpose of the Role

The Senior Program Support – Mental Health and Wellbeing role is responsible for the oversight and co-ordination of Intake and Assessment teams across programs within the Mental Health and Wellbeing Portfolio. This role is also responsible for overseeing and delivering high quality day to day administrative and stakeholder engagement in order to support delivery, access and integration across the Mental Health and Wellbeing Portfolio.

Key Relationships

This role reports directly to the Portfolio Manager- Mental Health but will also work closely with Portfolio Manager -Psychosocial. They will work closely with Clinical Leads, Team Lead and other staff members within the team and across the organisation. The Senior Program Support – Mental Health and Wellbeing will liaise with GPs, sub-contractors, clients and their carers; and as necessary with other service providers, community organisations, or individuals. This role has direct reports.

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 Mental Health and Wellbeing Portfolio (including but not limited to fleet, invoicing and payments and bookings)
- 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
- Contribute to collating information for, and preparing documentation and reports on program Performance
- Undertake data entry and recording of program statistics.
- Supervises, motivates and assists direct reports to perform their duties efficiently and effectively
- 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.
- Other duties 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 at a senior level, (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

- Experience working within a Mental Health or Community Health setting or demonstrated understanding of Mental health and Psychosocial service provision.