

Position Description

Position Title:	Program Support Officer - Albury Office
Classification:	Stream A – Admin, Band 2

Purpose of the Role

The Program Support Officer will usually be the first point of contact for clients, their families/carers and other stakeholders accessing services within the Albury office. The Program Support Officer will provide administrative support to the AHCRS, NDIS and other programs based in the Albury office. The Program Support Officer is responsible for overseeing the day-to-day administration of the Albury office and contribute to shared administration responsibilities across Marathon Health sites. The Program Support Officer works closely with the Group Manager of the After Hours Crisis Referral Service (AHCRS) and Behaviour Support, providing high-level administrative support when required. The Program Support officer will ensure best practice through the development, implementation, and refinement of systems and services

Key Relationships

The Program Support Officer reports to the Group Manager, AHCRS and Behaviour Support. You will be required to maintain effective working relationships with other program support and administration staff across Marathon Health's footprint and other key stakeholders.

Position Responsibilities

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

- Acting as a resource and first point of contact to clients, families/carers, and other relevant stakeholders.
- Handling telephone enquiries and making appointments for clients and staff
- Undertaking data entry, scanning, scheduling, and other administrative services to support clinicians.
- Maintaining accurate and confidential electronic medical records, files and data in accordance with contract obligations, policies and procedures
- Undertake and lead the administrative tasks to provide high-level and accurate reception and administrative services for the Albury office
- Regularly reviewing office systems and procedures to improve efficiency and effectiveness of the office processes.
- Regularly review and/or identify opportunities and implement initiatives to improve processes, quality, and clinical service delivery outcomes to ensure national accreditation standards are met or exceeded.
- Assist with the induction of all new staff, as required.
- Assist with management of contracts and funding agreements, including preparation of reports, completion of reporting requirements, as required.

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- Assist with scheduling, rostering as required
- Ensure consumables, equipment, stationery, and other office supplies are kept stocked and maintained to the manufacturer's standards and conditions.
- Ensure compliance with Medicare and other statutory requirements.
- Ensure all reporting and correspondence is of a high quality and meets the needs of referring agents, healthcare providers and stakeholders
- Ensuring that the Albury office presents a professional image to the general community and health and welfare agencies and is a comfortable workplace for staff.
- Providing secretarial support at meetings as required, including preparation of minutes, agendas and other papers and their distribution; booking rooms; etc.
- Maintaining WHS safety and security within the Albury office

Other Duties

- 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.
- Actively participate in annual performance planning and review activities.
- 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.
3. Valid Australian Driver's License.

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 description.

Signed _____

Date _____

Print Name _____

Selection Criteria

Essential

- Excellent organisational and time management skills and the ability to multitask and manage competing demands
- Highly developed communication skills with an ability to build and maintain effective working relationships with a wide range of stakeholders
- Certificate in Business Administration, Health Administration or Medical Administration or equivalent work experience
- Demonstrated experience in providing administrative support
- Proficiency in Microsoft Office Suite, particularly MS Word and MS Excel
- Strong attention to detail
- Demonstrated capacity to work effectively in a team environment