

Position Description

Position Title:	Portfolio Manager – Mental Health
Classification:	Stream E - Program Managers, Band 2

Purpose of the Role

The Portfolio Manager will provide leadership in the design, implementation, and continuous improvement of mental health programs, ensuring the delivery of high-quality, efficient, and client-focused services across the region.

Key Relationships

The Portfolio Manager reports directly to the General Manager – Operations and is responsible for the supervision of staff delivering programs within their designated portfolio. The role requires strong collaboration with internal stakeholders, including other Portfolio Managers, to ensure alignment and consistency across service areas.

Externally, the Portfolio Manager will engage with a range of stakeholders such as Federal and State Government agencies, commissioning bodies, NSW Health, non-government organisations (NGOs), and service providers. A key focus of the role is to foster respectful, collaborative relationships with Aboriginal Community Controlled Organisations, supporting culturally safe engagement and exploring opportunities for meaningful partnerships.

Position Responsibilities

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

- Providing strategic oversight of the implementation and performance of programs within the Portfolio
- Providing effective leadership and management of employees or subcontractors engaged in the delivery of programs across the portfolio
- Ensuring compliance with all relevant funding agreements and frameworks including the Clinical Governance Framework and Cultural Safety Framework
- Monitoring and ensuring programs within the portfolio meet required deliverables, performance indicators and quality standards
- Preparing and submitting timely, accurate reports to funders and internal stakeholders, including file audit schedules, client satisfaction data, annual plans and evaluation outcomes
- Attendance and participation in regular client care meetings, service audits and reviews to support continuous improvement and best practice service delivery.
- Maintaining up-to-date expert knowledge of relevant policies, procedures and legislative changes and implementing program adjustments as required
- Identification, managing and escalating risks and issues in a timely and proactive manner

- Promoting and maintaining a high level of staff and client satisfaction through responsive, inclusive, and culturally safe practices.
- Demonstrating and promoting the organisation's ICARE values in all aspects of leadership and service delivery.
- Collaborating across all business functions—including Marketing and Communications, IT, Human Resources, and Finance—to support the development and implementation of streamlined systems and processes that enhance service delivery and operational efficiency.
- 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

- Extensive experience in management within health and or social service-related field
- Experience in staff and team leadership (including remotely based staff) and high-level problem-solving abilities
- Successful outcome-based contract management and delivery experience
- Demonstrated ability to coordinate resources to ensure quality services are delivered on time, on budget and in line within contractual targets
- Demonstrated Knowledge of primary and mental health care services in the Australian Environment
- Demonstrated ability to work with a diverse range of internal and external stakeholders to develop partnerships and service pathways
- Demonstrated ability and experience in the implementation of clinical governance frameworks and systems to ensure safe and high-quality services
- Demonstrated high standard of written, interpersonal and communication skills, including the ability to adapt services to meet varying cultural needs.

Desirable

- Tertiary qualifications in management, clinical practice or related field
- Demonstrated ability to review and analyse financial reports
- Experience in developing innovative models of care to fill health service gaps
- Experience in the accreditation process.