

Position Description

Position Title:	Senior Program Support Officer- care finder
Classification:	Stream B - Program Support

Purpose of the Role

The Program Support Officer (PSO) - care finder is responsible for managing Intake and Assessment for the care finder service, delivering strong administrative support and engaging with stakeholders to maintain efficient and well-integrated service delivery.

Key Relationships

The Program Support Officer reports to the Portfolio Manager- Primary Health and Wellbeing and works closely with care finders, Wagga Wagga office and broader administration and intake and assessment teams and internal and external stakeholders to ensure all clients referred to the program receive efficient and timely access to appropriate services and support.

Position Responsibilities

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

- Oversee care finder intake and administrative functions to ensure high-quality, responsive, integrated, and professional support.
- Continuously review program systems and procedures to enhance the efficiency and effectiveness of administrative responsibilities.
- Assist in preparing reports (including financial, MDS, Service Demand, etc.) as required for both internal and external reporting, in collaboration with the Portfolio Manager.
- Maintain ongoing communication with subcontractors and relevant personnel to facilitate the delivery and key functions of the care finder program.
- Complete intake, data entry, and administrative processes to support service delivery and maintain compliance with contractual requirements.
- Uphold a professional standard of customer service that is welcoming and attentive to the needs of older persons and their support networks.
- Translate complex administrative language and processes into clear, accessible information for clients, empowering them to make informed decisions.
- Administer the intake and referral system for the Care Finder Program alongside the Portfolio Manager, including intake, triage, initial assessment, and coordination of referrals.
- Facilitate initial screening assessments to determine assistance requirements during intake and direct individuals to appropriate services and supports.
- Assist clients in accessing and registering with My Aged Care when relevant.
- Review and upload clinical documents while maintaining client records in accordance with program requirements, privacy, and security policies.
- Ensure the accuracy and maintenance of records, files, and data in compliance with privacy laws, contractual and legislative obligations, and organisational policies.
- Support the Portfolio Manager in preparing and facilitating intake, clinical, and team meetings as needed.
- Respond to local, regional, and centralised enquiries and provide customer support for Marathon Health as required.
- Provide administrative and data support across the Murrumbidgee portfolio during periods of high volume or peak reporting times.

- Contribute to the development, implementation, evaluation and reporting of continuous clinical quality improvement activities to improve service provision and outcomes for clients referred to the service
- Ensure program guidelines, policies, referral documentation and other associated information is up to date and maintained.
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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.

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- 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:

- I**ntegrity & Trust
- C**ollaboration & Innovation
- A**chievement & Excellence
- R**espect & Empowerment
- E**mpathy & 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

- Experience and / or ability to effectively engage and undertake preliminary needs assessment for people seeking assistance.
- Experience providing exceptional intake and administrative support
- Demonstrated high standard of interpersonal and communication skills and ability to establish and maintain effective workplace relationships with a diverse range of professionals.
- High level of attention to detail, problem-solving, time management and organisational skills.
- Strong skills in document management and ability to use client management software systems
- Advanced computer skills and proficiency in the use of Microsoft Office suite (particularly MS

word and excel) and ability to adapt to new software applications.

- Ability to work both independently and as part of a team in a fast paced and changing environment.

Desirable

- Certificate or Diploma in Business Administration, Health Administration, Community or Aged Care Services, or equivalent experience.
- Experience in an intake or triage role in a health/ aged services/ community services setting.
- An understanding of My Aged Care (MAC), Aged, Community, health, housing and other services and supports commonly used by older people