

Position Description

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| Position Title: | Program Support Officer |
| Classification: | Stream A - Admin, Band 1 |

Purpose of the Role

The Program Support Officer provides administrative and operational support across programs within the Southern Portfolio, including the Murrumbidgee Wellness and Resilience Achieved through Allied Health (WARATAH) program and other allied health initiatives. The role contributes to the smooth delivery of program activities, supports stakeholder engagement, and helps ensure programs are accessible, well-coordinated, and delivered to a high standard.

Key Relationships

- Program Managers and Team Leaders – to receive direction and provide updates on program activities.
- Allied Health and Program Staff – to coordinate program delivery and support service provision.
- Administration and Support Staff – to collaborate on operational and administrative tasks.
- Senior Leadership – to provide reporting and contribute to continuous improvement initiatives.

External:

- Clients and Program Participants – to provide support, information, and assistance as required.
- Community Partners and Stakeholders – to support program access, integration, and engagement.
- Health Providers and Allied Services – to coordinate services and share relevant program information.

Position Responsibilities

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

- Develop skills and gain hands-on experience in program management processes, including tracking progress, preparing reports, and evaluating outcomes.
- Provide intake support across programs, ensuring smooth and timely client or participant onboarding.
- Offer backup support across programs to maintain consistent, high-quality service delivery.
- Assist with onboarding of new program participants and staff to ensure a positive introduction to programs.
- Maintain accurate, up-to-date program records, databases, and documentation to support efficient operations.
- Prepare reports, correspondence, and meeting materials for program staff and management in a timely manner.
- Assist with scheduling and coordinating meetings, workshops, and community events.
- Provide general administrative support to ensure smooth daily operations across programs.
- Support engagement with clients, stakeholders, and community partners to enhance program access and integration.
- Build and maintain strong relationships with internal teams and external stakeholders to support effective program delivery and collaboration.
- Assist in maintaining quality standards in service delivery and program processes.

- Demonstrate initiative and readiness to take on additional responsibilities, developing leadership skills for future roles.

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

- Demonstrated experience in administrative and operational support, including scheduling, documentation, reporting, and record-keeping.
- Experience or interest in program coordination, monitoring, or evaluation.
- Strong organizational and time-management skills with the ability to manage multiple tasks and priorities.
- Excellent interpersonal and communication skills, with the ability to engage effectively with clients, colleagues, and stakeholders.
- Ability to work collaboratively within a team and contribute to continuous improvement initiatives.
- Proactive approach with initiative, flexibility, and a willingness to take on new responsibilities.
- Experience or interest in health, community services, or wellbeing programs.
- Competent in using standard office software (e.g., Microsoft Office, email, databases) and willingness to learn new systems as required.

Desirable

- Experience supporting or coordinating health, community, or wellbeing programs.
- Exposure to program evaluation, reporting, or quality improvement processes.
- Understanding of client intake processes and participant engagement.
- Experience working with external stakeholders, community partners, or health providers.
- Demonstrated ability to take initiative and lead small projects or tasks.
- Interest in developing leadership skills and progressing to higher responsibility roles.
- Knowledge of relevant policies, procedures, and compliance requirements in health or community services.
- Experience using program management or client management systems.