

## Position Description

<b>Position Title:</b>	<b>Program Support Officer</b>
<b>Classification:</b>	<b>Stream A – Administration Employees, Band 1</b>

### Purpose of the Role

The Program Support Officer is responsible for providing day-to-day reception, general office, and administrative support to ensure the efficient operation of the Wagga office. The role also supports, undertakes, and contributes to program intake processes across the office.

### Key Relationships

This position reports to the Team Lead - WARATAH and Southern Operations and has working relationships with Marathon Health employees, clients, contractors and stakeholders.

### Position Responsibilities

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

- Uphold a high level of customer service and friendly disposition towards clients, staff and stakeholders.
- Carry out general reception and office administrative duties including answering phones, fielding enquiries, welcoming visitors and participants, overseeing room and vehicle bookings, mail collection and distribution, organising catering etc
- Ensure cleanliness and professional presentation in all areas (e.g. office, meeting areas, vehicles etc).
- Provide data and administration support for clinicians – including receiving clients, data entry, scanning and uploading documents, Medicare billing, batching and electronic claims, travel bookings etc
- Undertake delegated tasks and assignments under the direction of managers
- Maintain accurate records, files and data in accordance with privacy law, contract obligations, policies and procedures.
- Liaise as appropriate regarding expenditure; maintain and reconcile Marathon Health credit card; adhere to Marathon Health's Finance policies and procedures.
- Maintain WH&S and security of the office and assets (i.e. ensure regular maintenance of alarms and access system, secure keys and maintain key register, maintain staff access code register, secure and maintain vehicle keys).
- Fleet Management including booking scheduled services.
- Review office systems and procedures to improve efficiency and effectiveness.
- Act as the first point of contact for clients via phone and reception, providing timely, professional and supportive engagement.
- Coordinate and liaise with external stakeholders including GPs, referrers, hospitals and other health services to support client care pathways.
- Process Medicare rebate intake and related administrative follow-up to ensure accurate and timely claims processing.
- Complete supplementary processing tasks to support service delivery, ensuring accuracy and compliance with funding and reporting requirements.
- Support onboarding of new staff, including workspace setup, access coordination and administrative preparation.

- Assist with meeting coordination, including room setup, scheduling support and preparation of materials as required.
- Provide administrative support for reporting and data collection required for internal governance and funding obligations.
- Assist with preparation and formatting of documents, reports and presentations as required.
- Maintain oversight of office equipment, including monitoring functionality, reporting issues and coordinating maintenance or repairs.
- Support internal communication processes, including client follow-ups and appointment-related administrative coordination where required.
- Support Intake processes in the Integrated Care program and other programs within the portfolio as required

## 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:

**I**ntegrity & Trust

**C**ollaboration & Innovation

**A**chievement & Excellence

**R**espect & Empowerment

**E**mpathy & 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 Licence.
4. It is a requirement for this position that you are fully vaccinated against COVID-19.

## **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

- Excellent customer service skills.
- Demonstrated experience providing strong administrative support.
- Proven strong computer skills including a proficiency in Microsoft Office Suite; primarily Word, Excel and Outlook.
- Demonstrated accurate data entry skills.
- Professional verbal and written communication skills.
- Demonstrated ability to work effectively in a team environment.
- Excellent organisational and time management skills, with the ability to manage priorities and meet deadlines.
- Current drivers' licence.

### Desirable

- Medical literacy and experience working in a health environment.
- Experience working in client management data bases.