

## Position Description

<b>Position Title:</b>	<b>Team Lead- WARATAH and Southern Program Support</b>
<b>Classification:</b>	Stream D - Direct Service Delivery, Band 2

### Purpose of the Role

This position is responsible for leading the management and delivery of the Murrumbidgee Wellness and Resilience Achieved through Allied Health (WARATAH) program, as well as providing oversight and coordination for the administration and program support staff within the Southern Portfolio of services. The role includes ensuring effective day-to-day administration and stakeholder engagement to support program delivery, access, and integration within the WARATAH program. Additionally, the position oversees the provision of efficient, high-quality services throughout the region.

### Key Relationships

The Team Lead reports to the Portfolio Manager - Primary Health and Wellbeing. The role will supervise staff relating to the designated Program(s), including WARATAH and any Program Support Officers and / or administration officers in the Southern Portfolio. The Lead will have relationships with internal stakeholders including other Team Leads, Portfolio Managers program staff and with external stakeholders especially WARATAH Subcontractors and General Practices and other service partners.

### Position Responsibilities

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

- Provide operational leadership and guidance to program staff to ensure smooth workflow and effective WARATAH service delivery.
- Offer operational support and guidance to program support/ administration staff to ensure smooth workflow and effective administration and program support services.
- Help implement operational decisions as directed by the General Manager of Operations.
- Supervise referral demand, intake, and waitlist processes in coordination with program administration staff.
- Promote program activities and engage in service promotion as needed
- Ensure that all delegated program responsibilities and staff adhere to operational protocols, organisational policies, procedures, and contractual requirements.
- Manage key stakeholder relationships to foster high-quality service delivery and collaboration.
- Participate in and lead regular service audits and reviews to guarantee seamless care delivery.
- Work with the General Manager to meet reporting, contractual requirements, and key performance indicators.
- Assist in developing and completing scheduled reports for funding bodies.
- Provide ongoing mentoring, support, and supervision to program staff, escalating operational issues to the General Manager as necessary.
- Lead and participate in team, office, and funding body meetings.
- Alongside the General Manager and other key leads, facilitate operations and procedures for offices in the Southern Region.
- Continuously review office systems and procedures to enhance efficiency and effectiveness in administration.
- Oversee fleet management and associated processes for the Southern Region, working collaboratively with corporate services and General Management.
- Support the preparation of WARATAH reports (financial, MDS, Service Demand, etc.) to meet

internal and external reporting requirements.

- Engage with Southern Portfolio leaders to optimise intake, administration, and responsible service delivery.
- Maintain ongoing communication with subcontractors and relevant personnel to support the WARATAH program's delivery and functions.
- Attend key program and portfolio meetings with internal and external stakeholders to review program performance, service delivery, and maintain relationships.
- Complete intake, data entry, and administrative tasks to support service delivery and ensure contract compliance.

### Other Duties

- Demonstrate and uphold our values 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:

**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

- Excellent organisational and time management skills with the ability to multi-task and manage competing demands.
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences.
- Proven strong computer skills, including use of the Microsoft Office Suite, database tools, and electronic medical records.
- Demonstrated strong customer service skills with the ability to work with a diverse range of people, and internal and external stakeholders
- High level of attention to detail, and demonstrates professionalism, confidentiality and discretion.
- Demonstrated understanding of, and commitment to implementation of, equity and workplace health and safety principles.

Ability to work well within a team as well as independently with limited supervision

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Albury

Bathurst

Dubbo

Wagga Wagga

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- Comply with the Work Health and Safety policies and procedures at all times.