

Position Description

Position Title:	Program Support Officer
Classification:	Stream B - Program Support

Purpose of the Role

The Program Support Officer provides high-quality administrative and operational support across the AHCRS, NDIS, and other programs based within the Albury office. The role is responsible for supporting the efficient delivery of services through effective administration, stakeholder liaison, and compliance with organisational processes and systems.

Working closely with the Portfolio Manager, Behaviour Support, the Program Support Officer provides a high level of administrative assistance and coordination to support program objectives and service delivery outcomes. The role also contributes to the day-to-day operations of the Albury office and participates in shared administrative responsibilities across Marathon Health locations as required.

Key Relationships

The Program Support Officer reports to the Portfolio Manager Behaviour Support. You will be required to maintain effective working relationships with other program support and administration staff across Marathon Health's footprint and other key stakeholders.

Position Responsibilities

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

- Serve as the first point of contact for participants, families/carers, external stakeholders and service providers, delivering responsive, professional and client-centred support.
- Undertake a range of administrative functions within the NDIS portfolio, including data entry, scanning and uploading documentation into Lumary (Client Relationship Management System), preparation of Service Agreements, appointment coordination, stakeholder liaison, and other administrative tasks as required.
- Maintain participant confidentiality and privacy at all times, ensuring compliance with organisational policies, legislative requirements, and professional standards.
- Contribute to the effective operation of the office as a member of the broader administration team by undertaking general administrative duties, including reception coverage, fleet and vehicle management checks, stationery and resource ordering, record management, and other office support activities as required.
- Assist in maintaining a safe, secure and compliant workplace by supporting Workplace Health and Safety (WHS) practices and office security requirements within the Albury office.
- Build and maintain positive working relationships with participants, colleagues, service providers and other stakeholders to support the delivery of high-quality services.
- Undertake additional duties and responsibilities as reasonably directed, consistent with the requirements of the role.

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 sound verbal and written communication skills
- Sound knowledge and experience in utilising technology including computers, client management systems, videoconferencing facilities and software
- Able to work independently
- Demonstrated ability to participate in team activities and contribute to the team
- Current unrestricted drivers licence
- Experience in working with people with disabilities and their families

Desirable

- Experience and strong knowledge of the NDIS
- Experience in implementing PBS plans or working with PBS practitioners in a disability setting
- Certificate level qualifications in Disability or other relevant areas.