

Position Description

Position Title:	Senior Program Support Officer- WARATAH and Southern Operations
Classification:	Stream D - Direct Service Delivery, Band 2

Purpose of the Role

The Senior Program Support Officer- WARATAH and Southern Operations is responsible for the oversight and coordination Intake and Assessment teams across programs within the Southern Portfolio of services. This role is also responsible for overseeing and delivering high quality day to day administrative and stakeholder engagement to support delivery, access and integration in the WARATAH program.

Key Relationships

The Senior Program Support Officer reports to the Regional Manager- Southern Operations and works closely with the entire Southern Portfolio team and internal and external stakeholders.

Position Responsibilities

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

- Oversight and supervision of southern portfolio administration staff
- Oversight of administration functions to enable high quality, responsive, integrated and professional administration and intake supports.
- Alongside Regional manager, facilitation of operations and procedures for offices in Southern Region.
- Ongoing reviewing office systems and procedures to improve efficiency and effectiveness of the offices and administration responsibilities.
- Facilitation of fleet management and associated processes and requirements for the Southern Region, in collaboration with corporate services and regional management.,
- Assisting in the preparation of reports (financial, MDS, Service Demand etc) as necessary to meet both internal and external reporting requirements, in collaboration with Regional Manager.
- Engagement with Southern Region staff and key external an internal service to optimise intake, administration and responsible service delivery
- Ongoing liaison with subcontractors' and relevant personnel to support delivery and key functions of WARATAH program.
- Attendance at key program and portfolio meetings, with internal and external stakeholders to review programs performance, review service delivery and maintain stakeholder relationships and engagements.
- Complete intake, data entry and administrative processes to fulfill intake, service delivery processes and to maintain contract compliance.

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

- 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.