

Position Information

Position Title	Program and Quality Administrator
Program	Business Services
Reports to	Head of Strategy and Quality
Direct reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 3

Organisation Information

TeamHEALTH has supported people living with mental illness across the Northern Territory for more than 30 years. Established by family members and service providers, TeamHEALTH was initially created to provide stable and safe accommodation and support for people living with mental illness. Since then, TeamHEALTH has grown into a leading provider of mental health and wellbeing supports across the Top End, delivering services spanning prevention and early intervention, psychosocial rehabilitation, housing, community mental health, aged care and NDIS.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. We see success in achieving our purpose as consolidating what we do well, using evidence-based approaches, listening to our participants, community and workforce and remaining an adaptable, skilled organisation.

TeamHEALTH's supports are grouped into the following categories:

- Early Intervention, telehealth and low intensity mental health groups
- Child and Family Wellbeing Services
- Psychosocial Community mental health
- Residential Psychosocial Rehabilitation
- Community Housing, transitional accommodation and brokerage
- NDIS psychosocial disability support
- Aged Care

Accredited to the National Standards for Mental Health Services, the NDIS Quality and Safeguarding Framework the National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH is committed to quality service delivery and supporting participants to pursue their goals.

Position Summary

Reporting to the Program Managers for program-facing responsibilities, the Program and Quality Administrator provides essential administrative support across the programs, including general administrative tasks, data entry and collection, reception duties and the efficient management of referrals and intake scheduling.

The role acts as a central point of administrative coordination, ensuring that information flows accurately between staff, systems, and stakeholders, and that operational tasks are completed in a timely and organised manner. Duties include supporting teams with travel bookings, training coordination and logistics, and assisting with internal and

external reporting requirements. The role also encompasses general receptionist duties including answering phones, welcoming guests to the office, and managing shared mailboxes.

In addition to program-facing responsibilities, the Program and Quality Administrator reports to and works closely with the Quality and Innovation Officer for quality management related tasks. In this capacity, the role supports the effective functioning of the Quality and Risk Committee, including supporting secretariat duties such as agenda preparation, minute-taking, and the tracking and follow-up of required actions. The role further supports the Quality and Innovation Officer by entering and maintaining data within TeamHEALTH's quality management system and ensuring that actions are appropriately monitored and completed in line with TeamHEALTH policies.

The Program and Quality Administrator is expected to bring well-developed administrative skills and a proactive, solutions-focused approach to their work. The role requires the ability to manage multiple competing priorities, exercise sound judgement within established procedures, and work with a meaningful degree of independence while recognising when to seek direction. Given the nature of the programs, the position may require travel to regional or remote locations at times, including overnight stays where necessary.

Key Result Areas

1. Administrative

- 1.1. Support the programs with the monitoring of incoming referrals and the maintenance of registers to reflect current status, key dates, outcomes, and follow up actions.
- 1.2. Coordinate and support team meetings as required with the preparation of agendas, key speakers and meeting minutes.
- 1.3. Support the programs with roster and leave management where appropriate.
- 1.4. Coordinate travel bookings, including remote travel and accommodation, allocation of vehicles and application for remote permits if required.
- 1.5. Support with fleet management, including vehicle repairs and maintenance, vehicle condition reports and coordination of drop off and pick up from the mechanics.
- 1.6. Process and collate purchase orders, obtain relevant approval, and provide to the finance team, ensuring correct authorisation and coding throughout.
- 1.7. Assist with Program Manager credit card reconciliation and petty cash reconciliation in accordance with organisational financial procedures.
- 1.8. Perform general receptionist duties as required, including answering phones, welcoming guests to the office, and managing shared mailboxes.
- 1.9. Support secretariat duties for Quality and Risk Committee meetings, including preparing agendas, recording minutes, distributing papers, and tracking actions within TeamHEALTH's quality management system.

2. Relationship Management

- 2.1. Build and maintain positive, professional working relationships with program leaders and the Quality and Innovation Officer, acting as a reliable and responsive point of administrative support.
- 2.2. Work effectively with all people, with particular regard to those identified as most vulnerable to suicide, including youth, people of First Nations descent, gender diverse and those with Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, contractors and external contacts.
- 2.4. Actively participate in regular support and supervision, including continued professional development and appraise and develop discussions.

3. Data Systems Management and Reporting

- 3.1. Create and maintain accurate staff profiles within TeamHEALTH's case management system (SRS), ensuring information is current, complete, and reflective of program activity.
- 3.2. Enter and maintain data within TeamHEALTH's quality management system accurately and in a timely manner, ensuring actions are tracked and followed up by relevant leaders.
- 3.3. Update and maintain program data, ensuring consistency and integrity of records across all systems.
- 3.4. Assist with internal and external reporting by gathering, collating, and organising program data as directed by the Program Manager or Quality and Innovation Officer.
- 3.5. Support board and external reporting processes by compiling relevant program data and ensuring information is accurate and submitted within required timeframes.
- 3.6. Ensure completion of monthly returns within established timeframes, and maintain appropriate records and filing systems for assigned tasks.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply. First Nations applicants are encouraged.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

1. Demonstrated experience in a broad administrative or program support role, preferably within the community services, health, or not-for-profit sector.
2. Strong organisational and time management skills with the ability to manage multiple competing priorities, meet deadlines, and work with a meaningful degree of independence.
3. Strong administrative aptitude with the competent use of systems, including but not limited to Service Record System (SRS), Logic QMS and MS suite (or similar).
4. Use of analytics and reporting tools, or the ability to acquire knowledge and skills independently.
5. Well-developed written and verbal communication skills, including the ability to correspond professionally with a range of internal and external stakeholders.
6. Demonstrated ability to work collaboratively as part of a multidisciplinary team while also exercising sound judgement and initiative when working independently.
7. Experience in financial administration, including credit card reconciliation and petty cash management.
5. High level of accuracy and attention to detail and ability to follow instructions.

Desirable for Position

8. A relevant degree or equivalent knowledge relating to information management, quality improvement practices and / or Mental Health.
6. Previous use of, or experience with Get Home Safe, Service Record System (SRS), and Logic QMS (or similar systems).

Position Description Approval

Approved by	Kylie Ella, Deputy CEO
Date approved	14 April 2026
Signature	