



# Maple Family Clinic

Child, Adolescent & Family Psychology

## **Receptionist Role**

Maple Family Clinic, established in 2016, is a growing psychology practice comprising of highly qualified mental health clinicians. Our team of psychologists works primarily with children, adolescents, and young adults. The individuals and families that we serve come from diverse backgrounds and are faced with a range of presenting challenges. We are co-located with a GP and specialist clinic, in the thriving and leafy suburb of Blackburn.

### **We are looking for an admin superstar to join our team!**

You will play a key role at **Maple Family Clinic** as the first point of contact for clients, helping them to feel at ease. You will work closely and collaboratively with our wonderful practice manager and friendly team of psychologists, to contribute to the smooth running of our clinic. You will also have an important role in communicating with referring professionals, to establish and maintain strong referral networks.

We are **family-friendly practice** and **prioritise work-life balance**. If you are someone who values the same and is looking for flexible work – this may be the perfect role for you!

Your shifts will be negotiable, predominantly **during school hours across 2-3 days per week**. We are looking for someone who is also able to cover sick and holiday leave as needed (occasionally with short notice). This job share admin role will begin as a **casual position**, with a view to permanent part-time in the future.

#### **Your responsibilities will include:**

- Exceptional client relations
- General Office duties
- Managing appointments
- Efficiently responding to phone and email enquiries
- Medicare billing / NDIS billing
- Efficient use of our practice management software (*Halaxy*)

#### **You will have:**

- At least 1 year of experience in a health administration role
- Highly developed inter-personal skills
- Attention to detail
- Strong written and verbal communication skills
- A professional and personable telephone manner
- The ability to work independently and as part of a team
- The ability to prioritise when multitasking
- Pride in being organised and efficient
- A strong ethical compass and respect for confidentiality
- A high-level of computer literacy

If you believe that you might be the right person for this role – we would love to hear from you!

Applications should be submitted via our website.

<https://www.maplefamilyclinic.com.au/apply>