Practice Manager for a small Counselling and Psychology Practice

Want to be part of an amazing practice supporting the mental health of young people? A practice that supports you as a team member, encourages you to grow, committed to ongoing professional development and most of all likes to have fun?

If yes, then be sure to read on

Purpose of the position

The Practice Manager is a key leadership position within The Therapy Hub team that reports to the Practice Director, Marie Vakakis.

The Practice Manager is responsible for overseeing day-to-day operations in the practice and ensuring that administrative services are of the highest quality and aligned with The Therapy Hubs' vision, mission and values.

Through the development and implementation of policies, systems and procedures, they ensure efficient and smooth service delivery.

They also provide leadership, direction and support to practice administration team members and provide administrative support to the clinical team and the Practice Director.

Hours: approx. 15-20 hours per week

We offer a flexible hours environment with hours available between 9-6 Monday to Friday

About The Therapy Hub

This role offers you the opportunity to jump into a new and expanding practice. With us, you won’t get lost in the crowd. You will be supported by a small team, and encouraged to engage in regular team meetings, planning days and social events.

Our Purpose

The Therapy Hub is a place where you can find support, compassion, and creative ways to think about and work through problems and difficulties and start to thrive as individuals, couples and families. We like to hire based on attitude because team is super important to us. We want you to fit in, feel comfortable and be a part of our team culture. We want our team to come to work satisfied and happy each day – yes, we are building a happiness-centred practice and we love it.

If you have management and administration experience working in a mental health practice, or are eager to learn we currently have an opportunity for you to come on board with us. If you're interested please apply including a resume and cover addressing the essential criteria and job description.

Ideally you:

* You thrive in a busy environment, managing multiple tasks and pressures while staying calm and focused.
* You bring sound judgement, initiative and common sense to your work.
* You have strong business management skills and enjoy contributing to the smooth running of a practice.
* You value growth and are committed to ongoing professional development.
* You’re a resourceful team player who also works effectively on your own.
* You are organised and methodical, able to manage competing priorities and adapt when things change.
* You have excellent communication and interpersonal skills, with an empathetic and sensitive approach.
* You provide friendly, responsive and confidential customer service.
* You’re confident with IT systems such as Google Docs, Sheets and Drive, and comfortable learning new platforms (Xero and Halaxy experience is a plus).
* You understand the billing requirements of Medicare and NDIS and can apply this knowledge in daily practice.

Essential Criteria

* Great analytical, communication, collaboration, and problem-solving skills.
* Can work both independently and as part of a team
* Active Working with Children Check and a recent Police check
* Have enthusiasm and passion in your area of choice.

Tasks and Duties

Client relationship & Practice administration

* Day-to-day business, administration and human resource management of the practice.
* Providing administrative services for the clinical team and Practice Director
* Developing, implementing and reviewing systems, processes and policies that keep the practice running smoothly and efficiently
* Proactively looking for ways to enhance and improve services and implementing changes as required.
* Responding to client queries or complaints that are of an administrative nature
* Preparing monthly data reports to measure practice and clinician performance
* Adhering to the appropriate legal and ethical guidelines regarding confidentiality and information security

Leadership and Management

* Setting an example by demonstrating a growth mindset and openness to new and innovative models of practice delivery that focus on client experience
* Championing the implementation and use of efficient business and financial systems that in turn allow clinicians in the practice to focus on client care
* Overseeing recruitment, onboarding and orientation for new team members

Business Development and Marketing

* Working closely with the Practice Director to contemplate future practice needs
* Working with the Practice Director to develop and implement annual and quarterly business development and marketing plans
* Participating in quarterly review/planning with the leadership team

Marketing activities

* Proactively identifying new business opportunities and referral sources
* Establishing and maintaining positive, strategic relationships with existing and potential referrers
* Identifying and understanding factors that may impact the team's wellbeing and service delivery, and assisting the Practice Director to develop strategic responses to meet these factors

Accounts and Finance

* Basic bookkeeping and payroll duties
* Providing payroll for the practice
* Paying invoices, including contractor invoices
* Completing weekly bank reconciliations
* Following up on unpaid invoices
* Providing monthly income reports and aged receivables reports to the Practice Director
* Presenting monthly reports on targets and revenue

Highly desirable

* Management experience
* Administration/reception experience
* Background knowledge in social work or psychology

Skills, abilities, and competencies

Desirable:

* Is confident with technology
* Has an ability to work independently, but also knows when to balance this with seeking guidance
* Understanding of mental health
* Administrative skills including process management design, development, and implementation (or willingness to learn)
* Marketing and/or promotions experience, including basic social media and email campaign skills (or willingness to learn).

Please visit our website thetherapyhub.com.au for more information about the services we offer.

Please email your cover letter and resume to admin@thetherapyhub.com.au