



Position Description

Practice Manager

Business	Melbourne Psychology & Counselling Partnership
Title	Practice Manager
Employment Status	Part-time Support Services Employee Level 8 Health Professionals and Support Services Award (MA000027)
Salary	\$63,180 (pro rata) + superannuation
Hours	25 hours (minimum shift 5 hours between M-F 9am - 6pm; same hours worked over a 4 day week can be negotiated)
Location	Flexible - Moreland Road Clinic & work from home
Term	Permanent part-time

About Melbourne Psychology & Counseling

Melbourne Psychology & Counselling (MPC), is located in Melbourne's northern suburbs (Coburg & Thornbury). We are home to a group of 18 independent psychologists and 3 admin staff.

Our values - MPC provides a warm, friendly, ethical, and professional environment for clients and psychologists. We seek to provide high quality psychological treatment to our local community. Hence we undertake research on the outcomes of our work, learn from each other through peer support, and prioritise ongoing skills development through professional development.

Referrals and presenting issues - MPC has a reliable referral stream from a range of GPs, psychiatrists, local community and services in the Northern suburbs. Psychologists working from MPC work with a broad range of people and presenting problems. Diaries and client loads are filled quickly.

MPC services - MPC provides comfortable consulting rooms, a shared resource library and a range of administrative and clinical support services allowing psychologists to fully focus on their clinical work. Psychologists are supported by two highly engaged Directors (both clinical psychologists), an intake team and a reception team. We provide high quality administration, practice management software, marketing and reliable referrals. Our robust intake triage

service ensures that new clients are motivated for therapy, leading to greater client retention.

Our team - Psychologists at MPC enjoy working with a range of interests and practice from a variety of modalities. We all value collegiality, learning and collaboration. Peer support is available from each other on site, and the team attends regular professional development and social events. Our admin team is involved in all aspects of the clinic and admin staff are welcome to attend professional development events.

Position Summary

The Practice Manager is the heart of the Melbourne Psychology & Counselling team. The position supports the Directors of Melbourne Psychology & Counselling (MPC) through managing administrative and intake staff, and contractors; developing administrative systems and processes; undertaking administrative/intake tasks, where needed, in order to facilitate high quality service provision; ensuring clear and values driven communication with psychologists, referring GPs/psychiatrists, and existing patients; and ensuring appropriate referral pathways and psychological care for new patients.

The Manager is responsible for ensuring the provision of high quality services to independent psychologists working from MPC. They are also responsible for providing high quality services to new and existing patients, and referrers to MPC. In summary:

1. The position will manage, develop and provide administrative support and communication with existing patients, psychologists, and referrers to ensure the smooth running of Melbourne Psychology and Counselling
2. The position will implement, evaluate and review administrative and intake policies and procedures under the MPC Quality Practice Framework.
3. The position will manage the intake of new patients, including coordinating the intake team, and undertake intake interviews for new patients, as required, to determine their suitability for private practice, screen for risks, and to provide appropriate referral options within or external to MPC (as set out in the intake schedule).
4. The position will assist with financial management tasks such as pay-roll, Xero coding, accounts payable and receivable.

Key Responsibilities:

Administrative

- Coordinate and undertake reception duties including answering phones, responding to messages and email inquiries, booking, rescheduling and confirming appointments.
- Meet and greet clients at Moreland Road Clinic when on-site.
- Provide information to existing patients and new patients of MPC in a courteous, confidential and sensitive manner.
- Coordinate or complete administrative functions as directed (e.g, filing, scanning, mail, catering, shopping,).
- Complete Medicare billing, claims and invoices as directed.

- Assist with End of Month Banking and Payroll (e.g., send out invoices to patients, provide reports for payroll, coding banking transactions through Xero).
- Maintain stocks and premises of MPC to a high level of amenity for clinicians and clients.
- When required, assist clinic Directors in the communication and management of complaints from patients or psychologists.

Intake and assessment

- Oversee the intake function including supervision of intake and reception staff, and if required, assisting in answering phone calls and enquiries, screening and assessing needs, prioritising and making appropriate follow up appointments and referrals in a warm and friendly manner.
- Explain MPC services, Medicare and referral processes to new and existing patients.
- Monitor psychologist calendars and ensure ongoing and updated communication regarding psychologist availability and preferences.
- Resource and provide appropriate referral options within or external to MPC, as appropriate.
- Complete communication chain for booking patients with MPC psychologists, and where appropriate communicate non-engagement of new patients with MPC to referrers.

Policies & Procedures

- In consultation with the Directors, design, implement and evaluate intake and administrative procedures under the MPC Quality Practice Framework.
- In consultation with the Directors coordinate the implementation of policies and procedures with independent psychologists and administrative support staff and services.

Relationships

- Build and maintain effective relationships with psychologists consulting from MPC, and frequent referrers to MPC.
- Supervise intake and administrative support staff and services.
- Provide training to new staff and independent psychologists on MPC process and procedure
- Maintain relationships with external partners such as referring GPs and services, and external support services and staff (e.g., Time Well Spent Phone Service)

Reports to:

- Dr Claire Ahern & Dr Christine Raab, Directors, Melbourne Psychology & Counselling Partnership