



Receptionist/Administration Support Officer

Do you have experience working in a Medical or Allied Health Environment? If yes,

Do you want to be part of a supportive team?

Join our amazing team at Potential Self, Clinical and Health Psychologists and Occupational Therapists!

About Potential Self

Potential Self aims at assisting people to be all they can be, both personally and professionally. We look at offering support to a range of people and services by attuning directly to their needs and requirements. We pride ourselves in doing this in a professional, non-judgmental and confidential way.

Our team members embrace challenges, achieving goals and making a positive impact in people's lives. Potential Self go above and beyond to ensure a happy, fun and vibrant atmosphere for both staff and clients. We are an extremely supportive team and we love to see others succeed.

The Position/s

There are two positions available.

We are seeking enthusiastic Receptionist/Administration Support Officers with **previous private practice /medical administration experience**, great communication skills, ability to work in a fast-paced environment, comply with a high level of confidentiality, and who is extremely detail orientated.

The Morning position would suit an **experienced candidate** looking for a long-term permanent part time position. High autonomy and decision-making skills. Capable of overseeing the role, business management, and other staff members.

The Afternoon position would suit part/time and/or casual hours with the capacity for additional shifts (sick leave/annual leave coverage). The afternoon role would be suitable for (not essential) a Psychology student, offering a good mix of clinical support tasks, opportunities to liaise with clients, and administration and business tasks.

As an Admin Support Superstar, you will:

- Have a passion for supporting excellent mental health in our community.

- Be creative, adventurous, and willing to be different! You make and create things, try new things, and you're proud of your ideas.
- Love working in a team, because you know you've got something valuable to contribute, and know how valuable diverse contributions can be.
- Be flexible, a quick thinker, able to prioritise tasks, and able to work autonomously.
- Be organised, oriented to processes, attentive to detail, and Get. Things. Done.
- Connect quickly with clients, the families of clients, referrers, and networks, building strong rapport with genuineness, warmth and respect.
- Excellent Communication Skills.
- Take the initiative, be motivated and enthusiastic, and lead projects when necessary.

The Role:

This is a complex, fast passed and demanding role. This role includes:

- Client related tasks including managing appointments using Power Diary, referrals, client intake via phone and email, client and referrer liaison, scoring and file management.
 - Prior knowledge or familiarity with Power Diary or similar practice management software would be a bonus!
 - Prior knowledge of PRODA, NDIS, DVA, Medicare would be ideal.
 - General reception and administration duties & appointment scheduling for multiple Clinicians for varying treatment periods.
 - Excellent computer skills (Microsoft, Excel, Facebook) and ability to pick up new systems quickly.
 - Excellent literacy skills.
 - Ability to manage and prioritise multiple tasks.
 - Ability to job share.
 - Daily office admin tasks and ensuring the space is clean, well-stocked, and well presented. You will be situated in our waiting room / reception area, which will involve greeting clients, taking payments, and other reception duties.
 - Tasks that are relevant to the progression of the business.
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- Hours will be in accordance with job share fit, with the possibility to take on more hours if appropriate.
 - Part-time hourly rate in line with the Health Professionals and Support Services Award plus super. * Minimum 2 years reception/admin experience (desirable but not essential).
 - Pay Level /Rate will be based on persons experience and qualifications as per the award, with reviews and bonus' where appropriate.

A Successful Candidate:

We are seeking, in the successful candidate, someone who will strategically contribute to the organisation and be a team player.

The candidate needs to be highly organised and self-motivated, and able to work with minimal supervision.

Have a minimum of 2 years Private Practice/Medical Administration experience.

Ability to comply with a high level of confidentiality at all times is a must.

You will need to be able to communicate and work with the whole team, including other admin team members, to assist with your workload, and be committed to getting the job done and meeting tight time frames.

We are a happy, nimble, fast growing practice, and the successful candidate should be mature, adaptable and enjoy changes and a fast-paced environment.

If this sounds like you and you have all the skills and experience required to undertake this role, we would love to hear from you! Please apply now as we will be interviewing shortly and will close the ad when we find a successful candidate.

How to Apply: To apply, write us a cover letter telling us about yourself and your interests and what you could bring to Potential Self. Please send a copy of your resume outlining your skills, experience, 2 referees, and availability to Dr Kim Cheshire, admin@potentialself.com.au. Please apply ASAP so you don't miss this opportunity!

***Only applicants who provide a cover letter will be considered.**

Application Deadline: 13/05/2021

Expected Start Date: 24/05/2021

Job Types: Part-time, Permanent

Schedule:

- Morning shift (i.e., 8:00-2:30) 5-6hrs shift 25 - 30hrs per week, pending job share fit
- Afternoon shift (i.e., 2:00-4:30) 2-4hrs shift 8 - 20hrs per week, pending job share fit
- Monday to Friday
- No weekends

Experience:

- medical receptionist/private practice receptionist: 2 years (Required)

Location:

- Townsville QLD (Preferred)

Work Eligibility:

- Permitted to work permanently with no restriction on hours (e.g. citizen, permanent resident) (Required)
- Blue Card and Police Check will be a requirement of this position.
- Must have completed or be willing to complete NDIS Module 1.
- Must be eligible to access PRODA