

Receptionist/Administration Position: Private Mental Health Clinic, Deakin

Position Available, Part-time (2-3 days per week)

Think Mental Health is an established, busy mental health clinic in Deakin. We have a team of experienced Psychologists, Clinical Psychologists, Psychiatrists and a GP with a wide referral base across Canberra and the region. We are a friendly, close-knit team who work hard but with good humor.

In 2023, we will have a requirement for a Medical Receptionist/Administrator to work part time (2-3 days a week). Remuneration is based on experience and skills of the candidate under the *Health Professionals and Support Services Award (2010)*.

Receptionist / Administrator, Position Description

- Answering calls from clients, GPs, Psychiatrists and other health professionals, GP practices, insurance companies and public mental health providers.
- Duties include taking new referrals over the phone, welcoming clients, taking payments, processing Medicare claims and booking future appointments.
- Managing Psychologists, Psychiatrists and GPs diaries including filling cancellations with clients on a wait list and managing ad-hoc requests from clinical staff.
- Performing majority of booking, diary management and client tasks using the practice management software Halaxy.
- Preparing accounts for the bookkeeper, including billing and reporting using the Halaxy software.

Essential Criteria:

- Previous reception/administration experience would be appreciated but not essential.
- Excellent communication skills both on the phone and face-to-face and an ability to deal with people facing a variety of personal difficulties.
- An ethical and professional approach to the workplace including a focus on the confidentiality of Think's clients.
- Ideally, previous experience with Halaxy software, at a minimum demonstrated ability to use software/computers.
- Excellent organisation and multi-tasking skills
- High attention to detail and ability to follow policies and procedures
- Able to work both independently, with other Receptionists and be part of a team-oriented environment

Standard hours are 8.30am-5pm but can be negotiated. Flexibility to work varied hours when required is an advantage.

Please forward your confidential resume and covering letter to Practice Manager Bethany at bethany@thinkmh.com.au.

Further information on Think Mental Health is at our website www.thinkmh.com.au