



BANGALOW
CLINICAL PSYCHOLOGY

Office Manager/Client Intake Officer- Bangalow Clinical Psychology NSW

About Bangalow Clinical Psychology

Bangalow Clinical Psychology is a flourishing Clinical Psychology practice which services the Byron, Ballina and Lismore communities and beyond. Situated in the main street of Bangalow, a vibrant village just outside Byron Bay, the established business has been operating for over 10 years.

About the Position

We are growing, and we now seek the appointment of an Office Manager/Client Intake Officer to assist our team of clinical psychologists. The role will suit someone with interest and experience in the medical, health or wellbeing industry. The primary focus is to manage the day to day operations including office administration, responding to client enquiries and assisting them make their first appointment, whilst enhancing the functioning of the practice and office space.

Duties include:

- General administration and office duties to support our practitioners
- Correspondence with clients, referrers and liaison with other stakeholders
- Responding to client enquiries, appointment bookings and management of clinical waitlist
- Maintaining smooth and safe day to day operations of the clinic
- Driving and implementing improvements in practice processes and procedures

Experience and Attributes

We are looking for someone who:

- Has strong interpersonal skills, genuine warmth and friendliness, and a desire to help people
- Shows professionalism and reliability
- Has experience in office management, ideally with familiarity with practice management software
- Has customer service experience
- Has excellent organisational skills, shows initiative, attention to detail and is an efficient all-rounder
- Is technologically competent, experience in website management and online presence an advantage
- Is responsible, mature, and has the ability to manage sensitive material and adhere to confidentiality.
- Shows care and interest in people, ideally with a background in health or psychology

We are looking for someone to work regular hours on a part-time basis throughout the week. Flexible work conditions can be arranged, including that the role can be completed during school hours.

If this position sounds of interest to you, and you believe you reflect the values of our practice, please send an expression of interest and your CV to: sara@bangalowclinicalpsychology.com.au

Thank you for applying to join our warm, professional team, however only those successful in gaining an interview will be contacted.