

## **Allied Health Reception and Administrative Officer**

Are you a highly organised and friendly individual who loves to make a difference in people's lives? Marion Physiotherapy and Advanced Pain Solutions is seeking an Allied Health Receptionist to join our busy multidisciplinary clinic which provides Physiotherapy, Psychology, Dietetics & Nutrition, Remedial Massage and Naturopathy services. This role is essential in ensuring our clinic runs smoothly, providing excellent service to both our clients and practitioners.

Our reception team are an integral part of our clients' treatment process, as they create a sense of safety and care that impacts our client's wellness outcomes throughout their journey with us. This starts from the very first phone call.

The ability to multitask in a busy stimulating environment, while maintaining excellent customer service and a client centred approach is a must.

### **The Role:**

We are seeking a person to work 3 afternoon/evening shifts (8pm close) per week, and alternate Saturday mornings, plus have the flexibility to help cover additional hours for sick and holiday leave.

### **Key responsibilities:**

- Greeting clients, often with complex needs, creating a friendly, positive, engaging, motivating and inclusive environment at each point of connection.
- Working in front-of-house reception, billing and scheduling appointments, managing phone enquiries and bookings.
- Supporting our individual practitioners.
- Processing clients' payments including HICAPS/Eftpos and cash.
- Responding to email requests from clients, Practitioners, Support Coordinators and Case Managers.
- Supporting our practice manager with multiple administration duties of the clinic including invoicing and account payments.
- Opening and closing procedures.
- Basic housekeeping.

### **Requirements and skills:**

- Ability to work 3 afternoon/evenings (clinic hours 7:30pm – 8pm) and alternate Saturday mornings (7:30am – 12pm).
- Flexibility/availability to help cover sick and holiday leave.
- Ability to work closely alongside admin team with exceptional communication skills for job-sharing role.
- Attention to detail and ability to remain calm with a client focus when under pressure.
- Experience with Nookal advantageous.
- Experience in allied health with HICAPS and an understanding of Private Health/Medicare NDIS systems advantageous.
- Honesty and integrity and the ability to work with confidential information
- National Police Clearance (or ability to obtain)

**Benefits:**

The pay rate is in line with Level 3 Health Professionals and Support Services Award with the option for progression in the role.

Despite being a large, busy clinic we are a close-knit, supportive and fun team with social events and catch ups, and are looking for someone who can work as part of a close cohesive team and contribute to a happy and positive environment for all staff and clients.

If this position is of interest to you, please send a cover letter along with your CV to Practice Manager Megan Spencer at [megan@marionphysio.com.au](mailto:megan@marionphysio.com.au)

Successful candidates required to hold current or undertake Police Clearance.

*Only successful applicants will be contacted.*