



## **Administrative Assistant / Intake Officer Position**

***Casual or permanent part time position - 2 to 3 days per week.***

***Based at Heatherton.***

***Must be available Wednesdays and Fridays.***

Raise the Bar Psychology is an established private practice in Melbourne. We provide learning and developmental assessments for children, adolescents and adults, alongside counselling, parenting support and learning interventions.

The administrative team at Raise the Bar Psychology play a central role in ensuring all clients have a positive experience and receive accurate information about our services. The administration team works collaboratively as a team and closely with our psychologists.

We are searching for an administrative assistant / intake officer to join our existing administrative team.

The duties of the Administrative Assistant / Intake Officer include but are not limited to:

- Provision of quality customer service to potential new clients with the aim of meeting client needs professionally and efficiently
- Provision of information about our services and the process of booking an assessment or counselling with Raise the Bar Psychology
- Provision of an estimate of the cost of the service
- Provision of information about funding including NDIS, MHCP, PDD
- Liaison with third party organisations
- Use of Raise the Bar Psychology's internal platform to triage new bookings
- Use of practice management software Halaxy to create client profiles and client appointments and send out required documentation and reminders.
- Reception duties including appointment rescheduling.

### **Skills and Relevant Experience**

- Current allied health or medical administrative knowledge or experience

- Well developed communication skills and ability to work as part of a team
- High level of computer literacy
- Ability to work independently
- Demonstrated organisation and time management skills
- Professional and reliable
- Has a valid working with children check and is committed to protecting children and young people from harm
- Knowledge about the services provided by Raise the Bar Psychology, including neurodevelopmental assessments, counselling and learning interventions.
- Knowledge of various funding options including Medicare and the NDIS.

**Desirable**

- Experience with the Halaxy practice management software.

Please email cover letter and CV to [info@raisethebarclinic.com.au](mailto:info@raisethebarclinic.com.au)

Applications close COB Friday 17th April 2026

Contact details

[info@raisethebarclinic.com.au](mailto:info@raisethebarclinic.com.au)

1300 785 662

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