



Clinical Manager

Position Description

Role:	Full-Time Employee (5 days)
Location:	Collingwood Victoria office (open Monday to Saturday)
Days:	Monday to Friday
Reporting To:	Head of Operations
Team:	Leadership
Manages:	Clinical Operations Leads, Clinical Staff (Employees)
Works With:	Practice Manager, Human Resource Manager, Finance Manager, Front of House Reception, Intake Reception, Client Relationship Manager
Accreditation:	AHPRA Psychologist or AASW Mental Health Social Worker
Award:	Health Professionals and Support Services Award [MA000027]
Category:	Health Professional
Level:	3.5 to 4 dependent on experience
Pay Point:	1-5 dependent on experience
Additional Compensation:	All positions paid above Award with additional amounts paid for Endorsement (Clinical, Sports, Health etc.)
Additional Benefits:	Financial coverage of agreed professional development expenses up to the value of \$1,000 per year (for 5 days FTE).

The Role

The Clinical Manager at The Mind Room is a leadership role responsible for overseeing employed psychologists' day-to-day operations and clinical activities within our private practice. This role ensures high-quality client care, supports professional development, and maintains operational efficiency. The Clinical Manager will work closely with the Head of Operations to implement strategic initiatives, uphold clinical standards, and foster a positive and collaborative work environment.

About The Mind Room

The Mind Room is a mental health, wellbeing, and performance psychology practice based in Collingwood Victoria and established in 2012 by Dr Jo Mitchell and Michael Inglis. Our underpinning philosophy and values are outlined [here](#).

We offer therapy and coaching to individuals and couples who come to The Mind Room for mental health and wellbeing support. We also provide services to organisations including Employee Assistance Programs (EAP), training, coaching and consulting. We work with values-driven businesses, especially those operating within the health, sports, creative, and for-purpose sectors. We aim to achieve one million client engagement hours by 2035.

Located in a purpose-built venue that includes 14 consulting rooms, three telehealth pods, a studio for workshops, and multiple shared and individual spaces to accommodate connection and quiet work as required. Our reception, intake, and administration teams support the smooth running of daily clinic operations. A regular peer supervision program and professional development opportunities are available to employees.

Key Responsibilities

Responsibilities include, but are not limited to:

Clinical Management

Leading a dedicated team of mental health practitioners:

- Provide clinical supervision, guidance, and support to employed psychologists.
- Monitor and evaluate the clinical performance of psychologists to ensure high standards of care.
- Facilitate case consultations and clinical meetings to discuss complex cases and share best practices.

Operational Management

Working with the Head of Operations and Leadership Team:

- Oversee the scheduling and allocation of clients to ensure balanced caseloads.
- Manage the delivery of strategic projects whilst collaborating with the Leadership Team.
- Manage the administrative aspects of clinical practice, including record-keeping and compliance with regulatory requirements
- Coordinate with administrative staff to optimise appointment scheduling and client communication.

Clinical Lead Management

Manage and support Clinical Operations Leads to:

- Ensure accountability and efficiency in clinical administrative processes.
- Provide support to FOH regarding clinical issues faced in their role (ie. crisis callers, debrief, clinical training) also includes responding to enquiries about suitable clinician

matches, managing or providing advice on managing any inappropriate clinical matches that have occurred.

- Proactively create, develop and maintain internal relationships

Practitioner Support

Support the Clinical Operations Leads by providing secondary consult and supervisory support to clinic practitioners as required including:

- Support team development and retention (ie. via creation and promotion of internal growth opportunities e.g., supervision program)
- Participate in Annual Performance Reviews of clinical staff as required
- Oversee recruitment and induction processes of clinical staff
- Direct and oversee the Peer Supervision Program for all employed clinicians and the Student Pathway Program

Supporting Clients

- Assess, treat and refer clients experiencing psychological disorders, adjustment to life events, enhancing wellbeing.
- Undertake a client caseload which is variable dependent on allocated management responsibilities.

Caseload Management

- Caseload management via regular communication with in-house reception team, clients, referring GPs and other health care professionals.
- Manage client engagement, retention, and discharge/archive clients as appropriate.

Administration

- Ensure daily client administration is done accurately and promptly. Manage and store your client notes and correspondence as per professional standards.

Learning, Growing and Contributing

Be a connected and contributing member of The Mind Room community.

- Meet registration requirements for ongoing professional development and supervision.
- Attend, host and/or facilitate as part of the in-house peer supervision program.
- Engage in TMR social events (formal and informal)
- Know and reflect in your professional behaviour, the TMR values.

Required Skills and Attributes

Strategic Planning	Work to improve processes, prepare reports and manage budgets for the clinical team.
Team Leadership	Able to supervise and manage a small team, including performance planning, reviews and feedback.
Team and Project Management	Be able to function as an effective team manager and member and work across different people, teams and projects; adopting an agile approach to project management.
Communication	Demonstrates excellent communication skills; presents well in writing and verbally.
Interpersonal	Demonstrates excellent interpersonal skills; builds and manages professional relationships, balancing professional competence with a warm and engaging manner.
Professionalism & Integrity	High level of integrity. Able to effectively manage confidential or sensitive information. Behaves ethically. Meet and abide by AHPRA professional standards and requirements for registration as a psychologist. They are fulfilling responsibilities, acting ethically, speaking up if there is conflict or confusion, and protecting the organisation's interest.
Organised	Strong organisational skills, attention to detail and ability to manage time effectively.
Motivation	A genuine interest and motivation to learn, grow and apply mental health, wellbeing and performance psychology as a means of improving the lives of others.

Required Qualifications and Experience

Industry knowledge	7+ years of experience in Private Practice in the mental health and wellbeing industry or similar mental health setting. Knowledge of mental health issues, systems and industry. For example, Medicare, private health, public health services, and ethical and legal issues.
Management & Operations	10+ years of experience in management & business operations; learning, development and facilitation.
Assessment and Treatment	10+ years of experience providing psychology services to adults; with 3+ years experience in a focused area or reliance to private

practice. For example, EAP service delivery, trauma informed practice, neurodiversity, etc.

Registration & Accreditation

AHPRA Registered Psychologist or AASW Accredited Mental Health Social Worker.

Medicare Registration

Registered with Medicare for billing of therapeutic services.

Third Wave Therapies

Experience with third-wave cognitive behavioural and acceptance-based frameworks. These are ACT, CBT, DBT, Schema Therapy, and EMDR.

Risk & Intervention Training

Demonstrated ability to complete suicide risk assessment and intervention. Completion of competency-based training in Suicide Prevention highly regarded.

Desirable Experience

IT software

Familiarity with software including Halaxy, Google Suite, Atlassian (Jira and Confluence), MyHealth Match.