



Practice Manager - The Mind Room

About The Mind Room

The Mind Room is a community of psychologists, wellbeing and performance professionals, mindfulness facilitators, and other friendly and wise people. Our mission is to enhance people's health and wellbeing, so they can live their best life and we value integrity, connection, curiosity, action and joy.

We believe that when people know more about how their minds work, they suffer less and live more meaningful, connected and satisfying lives. We are about sharing psychological knowledge and tools to empower individuals and communities to not just survive, but thrive.

We provide individual and couples therapy, wellbeing and performance coaching, wellbeing assessment, strategy and consultation for organisations, as well as workshops and events with a focus on ACT, CBT, performance psychology, mindfulness and wellbeing science.

Due to exciting developments at The Mind Room, we currently have a unique opportunity for a self-motivated Practice Manager to join our fast growing and big thinking team. Reporting to the CEO, and leading our exceptional Front of House team, the Practice Manager is responsible for the day to day operation of our Clinical Services function through the development, implementation and continuous improvement of our supporting systems and processes.

Some of the key responsibilities of this important role include:

- Managing a small team of front-of-house and support staff across a range of human resource functions including recruitment, training as well as performance and development;
- Overseeing all aspects of the day-to-day operations of the practice, including developing and monitoring systems to ensure the best quality care outcomes for the community;
- Working closely with our Clinical Manager and the Clinical Team to ensure a seamless operation and service experience for our people and clients;
- Managing the financial operations of the business including reporting, payroll, accounts payable and receivable, client billing and regular BAS lodgement;
- Overall management of IT including designing and implementing new systems and infrastructure as required, as well as providing technical support directly and through third-party providers;
- Compliance and risk management ensuring a safe working environment as well as adherence with legislative, regulatory and professional accreditation standards; and
- Ensuring that a keen customer focus is built into every facet of clinical operations with a clear commitment to the highest standards of quality outcomes.

The successful candidate will be a tech-savvy, systemic thinker with strong financial acumen and a well-developed capacity to relate to others. With passion and experience, our new Practice Manager will come with a background in finance, technology or compliance along with a genuine interest in mental health, wellbeing and performance psychology as a means of improving the lives of others. A flexible, dynamic and mature approach and attitude is important along with a keen eye for improvement and development.

A tertiary qualification in financial management, practice management, human resources or business/compliance is essential along with a genuine interest in health, wellbeing and performance psychology. Practice management experience in the health industry is desirable, but not essential.

In return, the successful candidate will enjoy a remuneration package commensurate with experience and the opportunity to work for a supportive organisation that values growth, development and work-life balance.