



EAP & Workplace Services Lead

Position Description

Role:	Full-Time Employee (5 days)
Location:	Collingwood Victoria office (open Monday to Saturday) / Hybrid (telehealth remote & office)
Reporting To:	Partnerships Manager
Team	Partnerships: EAP & Workplace Services
Works With:	Partnerships Team, Clinical Team, Front of House & Intake Team
Accreditation:	AHPRA Psychologist or AASW Mental Health Social Worker
Award:	Health Professionals and Support Services Award [MA000027]
Category:	Health Professional
Level:	3-4
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:	<ul style="list-style-type: none">• Financial coverage of agreed professional development expenses up to the value of \$1,000 per year (for 5 days FTE).• Annual Psychologist Professional Indemnity & Liability Insurance• Annual AHPRA registration

The Role

As part of the Partnerships team, the EAP & Workplace Services Lead is responsible for managing and delivering Employee Assistance Programs (EAP) and workplace services. This role involves overseeing the day-to-day operations and clinical activities of employed psychologists within our private practice.

The EAP & Workplace Services Lead collaborates closely with the Head of Partnerships to implement strategic initiatives, ensure high clinical standards, and develop strong relationships with business clients. The role combines team management, service delivery

to individuals and organisations, business development, and managing organisational client relationships, all while fostering 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 well-being 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.

It is in a purpose-built venue with fourteen consulting rooms, three telehealth pods, a workshop studio, 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. Employees have access to a regular peer supervision program and professional development opportunities.

Key Responsibilities

Responsibilities include, but are not limited to:

EAP & Workplace Service Management

- **Services Coordination:** Ensure smooth delivery of EAP and workplace services, including individual therapy, organisational training, and consultancy.
- **Resource Allocation:** Manage the service schedule and allocate clinical and administrative resources to ensure efficient service delivery and meet client demands.
- **Quality Assurance & Compliance:** Ensure high standards of care and evidence-based practices are maintained across all EAP and workplace services. Ensure compliance with relevant mental health, privacy, ethical standards, and any industry regulations.
- **Advisory Support:** Advise and support the Practice and Partnership teams with EAP enquiries, client intake, feedback and billing, particularly for complex or challenging cases.
- **Risk Mitigation:** Identify and address any clinical, legal, or operational risks associated with delivering psychological services in workplace settings.

Team Management

- **Leadership:** Supervise, guide, and support your employee team members.

- **Recruitment & Retention:** Oversee team member recruitment, onboarding and offboarding (with HR support).
- **Performance management:** Monitor and review team member well-being, workload and performance, including conducting Annual Reviews.
- **Conflict Resolution:** Address conflicts between team members or clinicians and clients constructively.
- **Learning & Development:** Facilitate individual and team learning and development opportunities to support growth and retention.

Business Development

- **Client Relationship Management:** Act as the primary point of contact for our organisational EAP partners, managing relationships and ensuring client satisfaction.
- **New Business:** Being able to speak to prospective organisational clients about their needs for our services and prepare quotes and service agreements. Support the marketing and business team with new sales leads and opportunities.
- **Reporting & Data Management:** Oversee service utilisation, client outcomes, and key performance metrics, preparing regular reports for internal stakeholders and organisational clients.
- **Budgeting:** Help manage the financial aspects of service delivery, including budgeting for staff hours, resources, and program costs.
- **Business Planning:** Collaborate with senior management to align service delivery with the business's strategic objectives, including revenue targets and service expansion.
- **Manager Support:** Provide project and administration support to your Manager as delegated.

Service Delivery

Undertake a service delivery caseload, which depends on your skills, experience, billable targets, and business resource needs. Key EAP & Workplace services include:

- **Individual therapy:** Assess, treat, and refer clients experiencing psychological disorders, adjustment to life events, or enhancement of well-being.
- **Workplace Training:** Delivering our off-the-shelf workshops or developing and delivering custom training.
- **Workplace Consultancy:** Providing psychological advice or support to our organisational clients.

As relevant to the above services:

- **Monitor and manage** your client caseload. Ensure client administration is done accurately and promptly. Manage

and store your client notes and correspondence as per professional standards.

Grow and Contribute

- Meet your registration requirements for ongoing professional development and supervision.
- Attending, hosting and facilitating on request as part of the in-house peer supervision program.
- Be a connected and contributing member of the Mind Room community.
- Know and reflect the TMR values in your professional behaviour.

Required Skills and Attributes

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 lead and member and work across different people, teams, and projects; adopt an agile approach to project management.

Communication

Demonstrates excellent communication skills. Can present 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

Have a high level of integrity, are able to effectively manage confidential or sensitive information, and behave ethically. Meet and abide by AHPRA professional standards and requirements for registration as psychologists. Fulfil responsibilities, act ethically, speak up if there is conflict or confusion, and protect the organisation's interests.

Organised

Strong organisational skills, attention to detail and ability to manage time effectively. Experienced and capable of using technology to stay organised and communicate clearly.

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 experience & knowledge	7+ years experience in the mental health and wellbeing industry, ideally with private practice, EAP and management experience. Knowledge of mental health issues, services, systems and industry. For example, EAP programs, workplace legislation, Medicare, private health, public health services, and ethical and legal issues.
Psychology services	5+ years demonstrated experience providing individual psychology services to adults, including assessment, treatment, risk management and referral.
Management & Leadership	2+ years of team management and leadership experience.
EAP	Experience delivering EAP services for corporate clients. For example, professional services, creative industries, health and medical organisations.
Workplace Issues	Experience and interest in workplace mental health and wellbeing issues, such as stress, burnout, bullying, workplace relationships and communication, performance management, neurodivergence, and organisational factors.
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 is highly regarded.

Highly Desirable Experience

IT Software	Familiarity with software including Halaxy, Google Suite, Atlassian (Jira and Confluence), MyHealth Match, Monday.com, Telegram or Slack.
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