



Operations Manager

Position Description

Role:	Full-Time Employee (5 days)
Location:	Collingwood Victoria office (open Monday to Saturday) / Hybrid (telehealth remote & office)
Reporting To:	Head of Operations
Team:	Operations
Manages:	Operations Lead - Front of House, Operations Officer - Front of House, Operations Officer-Intake (dotted line)
Works With:	Leadership Team, Finance, Human Resources
Award:	Health Professionals and Support Services Award [MA000027]
Category:	Support Services
Level:	8-9
Pay Point	1-3

The Role

This role is responsible for the efficient and successful operation of The Mind Room (TMR) clinic and venue. It sets, achieves, and reports on agreed-upon operational and financial targets / KPIs.

They manage Operations Officers allocated to front-of-house (FOH) and Intake duties, who support the smooth running of daily clinic operations. They work with the Clinic Manager and their team of mental health practitioners to ensure that the FOH and Clinicians work well together to deliver TMR's services.

This role works with the Finance Manager regarding financial operations, identifying best-practice financial management processes, systems, and reporting. They are also responsible for the operation and upkeep of the office space, maintaining a safe, healthy, and functioning venue for all clients and staff.

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:

Clinic Operations

- **Clinic Management:** Manage the clinic's day-to-day operations per the strategic plan.
- Ensure a high standard of customer service for clients and clinicians.
- Maintain a safe and healthy working environment for staff, psychologists and clients.
- Look to enhance systems and processes to improve Practice performance.
- Understand, manage, develop and act upon compliance, legislative and accreditation requirements of psychology practice.
- Support the Front of House (intake and reception) team to achieve client appointment, engagement and retention targets and other KPIs
- **Reporting:** Identify, monitor and report on key performance metrics for The Practice.
- Manage weekly, monthly and annual reporting on key Practice performance metrics.
- **Record Keeping:** Manage all client data on the chosen Practice software (Halaxy), maintaining client privacy and confidentiality while keeping accurate records.
- **Financial Management:** Manage the daily client billing and financial operations in conjunction with the Finance Manager.
- Review, update and get Executive sign-off on the Clinic Practice Strategy and operational plan (annually).
- **Induction:** In conjunction with their relevant line manager, manage the induction of all staff in Practice and Venue operations.

Team Management

- **Leadership:** Manage a team of operations staff, including the FOH reception and Intake Team.
- **Recruitment & Retention:** Oversee team member recruitment, onboarding and offboarding (with HR support) to ensure adequate and efficient resourcing.
- **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.

Venue Operation Management

- Manage the venue operations, including security, cleaning, equipment, supplies, and building maintenance, to ensure a safe and efficient work environment.
- Manage vendors and contractors, ensuring a quality service provision and value for money.
- Maintain a clean, tidy and well-functioning physical environment for clients and staff.

Information Technology Management

- Enhance understanding, usage and organisation of existing IT systems, software and infrastructure across the business (GSuite, Halaxy, Atlassian, Dashlane, Slack, 3CX) or other other record management systems as required.
- Develop and monitor systems, processes and procedures with the ability to recognise and implement changes and improvements as necessary.
- Provide in-house support for any IT queries and technical difficulties.
- Contract third-party support as required.
- Design and implement new IT systems and infrastructure as required.

Learning, Growing and Contributing

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

- Attend and contribute to weekly team meetings
- Identify and contribute to continuous service improvement.
- Know and reflect the TMR values in your professional behaviour.

Additional

- Additional duties may be required, as directed by your Manager, for the smooth and efficient operation of the team and venue.

Required Skills and Attributes

Leadership	Experience with managing teams, projects and people, assuming full responsibility for processes and services, and empowering others to contribute meaningfully and feel valued by the organisation. Able to function as an effective team lead and member and work across different people, teams, and projects.
Project Management	Experience in compliance, workforce management, and driving business growth is essential, along with excellent analytical and problem-solving abilities. Experience in or ability to adopt an agile approach to project management
Strategic Planning	Experience with creating and executing strategic plans that support business performance goals. Capable of preparing reports and managing budgets for the practice. Able to anticipate risks and opportunities, working to improve processes.
Organisation	Able to plan, prepare, and execute critical priorities promptly, using available resources and under limited supervision. Works well within systems and processes. Experienced and capable of using technology to stay organised and communicate clearly.
Communication	Demonstrates excellent communication skills. Can present well in writing and verbally.
Interpersonal	Capable interpersonal skills; builds and manages professional relationships, balancing professional competence with a warm and engaging manner.
Professionalism & Integrity	Has a high level of integrity, is able to manage confidential or sensitive information, and behaves ethically effectively. Fulfils responsibilities, acts ethically, speaks up if there is conflict or confusion, and protects the organisation's interests.
Motivation	Has a growth mindset and can-do attitude. Responds well to feedback, reflects, learns and grows.

Required Qualifications & Experience

Qualifications	Tertiary training in health administration, business, finance, or HR management.
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Management/ Leadership	5+ years experience in relevant management/leadership roles.
Industry experience & knowledge	5+ years of experience in Private Practice in the mental health and wellbeing industry or similar health setting. Knowledge of mental health issues, systems and industry. For example, Medicare, private health, public health services, and ethical and legal issues.
IT Software	Highly capable of using tech systems and software (such as GSuite, CRMs, cloud-based telephone systems, security, Xero), project management and collaboration tools, and communication platforms.
Venue Management	Prior experience managing an allied health clinic or similar medical practice, including oversight of repairs and regular maintenance.