



## Sport & Performance Lead

### Position Description

<b>Role:</b>	Full-Time Employee (5 days)
<b>Location:</b>	Collingwood Victoria office (open Monday to Saturday) / Hybrid (telehealth remote & office)
<b>Reporting To:</b>	Sport & Performance Manager
<b>Team:</b>	Sport & Performance
<b>Manages:</b>	Sport & Performance Psychologists
<b>Works With:</b>	Clients, Leadership Team, Human Resources
<b>Accreditation:</b>	AHPRA Psychologist
<b>Award:</b>	<a href="#">Health Professionals and Support Services Award [MA000027]</a>
<b>Category:</b>	Health Professional
<b>Level:</b>	3
<b>Pay Point</b>	1-5

### The Role

As part of the Sport & Performance team, the Sport & Performance Lead is responsible for overseeing the day-to-day operations and clinical activities of employed psychologists providing psychological services for individuals or couples in a private practice setting. The team also delivers group and individual psycho-education and performance psychology training, supports Athlete Assistance Programs (AAP), and delivers consulting services.

The Lead works in collaboration with the Sport & Performance Manager 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:

### Sport & Performance Management

- **Services Coordination:** Ensure smooth delivery of services including individual therapy, on-site sport and performance services, and AAP programs.
- **Resource Allocation:** Manage the service schedule and allocate clinical and administrative resources to ensure efficient service delivery and ability to meet client loads.
- **Quality Assurance & Compliance:** Ensure high standards of care and evidence-based practices are maintained across all clinic, AAP and other organisation level services. Ensure compliance with relevant mental health, privacy, ethical standards, and any industry regulations.
- **Risk Mitigation:** Identify and address any clinical, legal, or operational risks associated with delivering services.
- **Advisory Support:** Advise and support the Intake Coordinator and Business Coordinator with AAP enquiries, client intake, feedback and billing, particularly for complex or challenging cases.

### Team Management

- **Leadership:** 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

- **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.
- **Client Relationship Management:** When required assist with Act as the primary point of contact for our organisational partners, managing relationships and ensuring client satisfaction with our organisational partners.
- **Manager Support:** Provide project and administration support to your Manager as delegated.

## Supporting Clients

- **Individual therapy including AAP:** Assess, treat, and refer clients experiencing psychological disorders, adjustment to life events, or enhancement of well-being.
- **Organisation Consultancy:** Providing psychological advice or support to our organisational clients.
- Undertake a client caseload, which depends on allocated management responsibilities.

## Caseload Management & Administration

- Caseload management involves regular communication with the in-house reception team, clients, referring GPs, and other health care professionals.
- Manage client engagement, retention, and discharge/archive clients as appropriate.
- Ensure daily client administration is done accurately and promptly. Manage and store your client notes and correspondence as per professional standards.

<b>Learning, Growing and Contributing</b>	<p>Be a connected and contributing member of The Mind Room community.</p> <ul style="list-style-type: none"> <li>• Meet registration requirements for ongoing professional development and supervision.</li> <li>• Attend, host and facilitate as part of the in-house peer supervision program.</li> <li>• Engage in TMR social events (formal and informal)</li> <li>• Know and reflect the TMR values in your professional behaviour.</li> </ul>
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## Required Skills and Attributes

<b>Team Leadership</b>	Able to supervise and manage a small team, including performance planning, reviews and feedback.
<b>Team and Project Management</b>	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.
<b>Strategic Planning</b>	Work to improve processes, prepare reports and manage budgets for the Sport & Performance Team.
<b>Communication</b>	Demonstrates excellent communication skills. Can present well in writing and verbally.
<b>Interpersonal</b>	Demonstrates excellent interpersonal skills; builds and manages professional relationships, balancing professional competence with a warm and engaging manner.
<b>Professionalism &amp; Integrity</b>	Have a high level of integrity, are able to manage confidential or sensitive information, and behave ethically effectively. 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.
<b>Organised</b>	Strong organisational skills, attention to detail and ability to manage time effectively. Experienced and capable of using technology to stay organised and communicate clearly.
<b>Motivation</b>	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

<b>Industry experience &amp; knowledge</b>	5+ 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.
<b>Assessment and Treatment</b>	5+ years demonstrated experience providing individual psychology services to adults, including assessment, treatment, risk management and referral.
<b>Clinical &amp; coaching skills</b>	Understanding of evidence-based models of psychological practice and experience working with individual clients to manage clinical, coaching or performance needs. 5+ years experience developing and/or delivering mental health, wellbeing or performance psychology services in sport and /or high performance environments.
<b>Sport &amp; Performance Experience</b>	5+ years experience delivering sport & performance services for corporate clients. For example, on-site work with sports teams including players, coaches and management, working with peak bodies and other professional organisations.
<b>Team Management &amp; Leadership</b>	2+ years demonstrated previous team management and leadership experience in a client service setting.
<b>Business Development &amp; Management</b>	2+ years experience managing the financial aspects of service delivery including reporting and budget management. Proven experience working with clients to build relationships from sales to delivery managing sales leads, developing quotes, and meeting service delivery targets.
<b>Risk &amp; Intervention Training</b>	Demonstrated ability to complete suicide risk assessment and intervention. Completion of competency-based training in Suicide Prevention is highly regarded.
<b>Registration &amp; Accreditation</b>	AHPRA Registered Psychologist or AASW Accredited Mental Health Social Worker.
<b>Medicare Registration</b>	Registered with Medicare for billing of therapeutic services.
<b>Third Wave Therapies</b>	Experience with third-wave cognitive behavioural and acceptance-based frameworks. These are ACT, CBT, DBT, Schema Therapy, and EMDR.

## **Desirable Qualifications and Experience**

### **Sport & Exercise Endorsement**

AHPRA endorsed as a Sports & Exercise Psychologist.

### **IT Software**

Familiarity with software such as Practice Management Software (PMS), office productivity suites, project management and collaboration tools, and communication platforms.