



Operations Officer - Front of House

Position Description

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| Role: | Full-Time Employee (5 days), Part-time (3-4 days), Casual |
| Location: | Collingwood Victoria office (open Monday to Saturday) |
| Days: | A. Monday to Friday B. Monday to Saturday |
| Reporting To: | Operations Lead - Front of House |
| Team: | Operations |
| Works With: | Clients |
| Award: | Health Professionals and Support Services Award [MA000027] |
| Category: | Support Services |
| Level: | 3: Front of House Monday to Friday 4: Front of House Monday to Saturday Progression with Additional Duties 4: Front of House + Intake Duties 4: Front of House + Accounts Receivable Duties 5: Front of House + Accounts Receivable Duties + Intake 6: Front of House Senior Level |
| Pay Point | N/A |

The Role

The Operations Officer - Front of House provides high-quality administrative and client-facing support within The Mind Room. Working closely with the Front of House team, this role ensures that client interactions, daily administrative tasks, and venue operations are executed efficiently and professionally.

This position supports clinicians and team members by ensuring smooth appointment scheduling, maintaining accurate records, and delivering exceptional customer service. It also upholds The Mind Room's values of Joy, Integrity, Connection, Curiosity, and Action.

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:

Front of House Reception

- Welcome clients onsite and online, ensuring a positive and professional first point of contact.
- Manage client registrations, privacy, and consent forms and process referral documentation accurately.
- Coordinate clinic diaries by scheduling, rescheduling, and cancelling appointments promptly.
- Communicate appointment details and updates to clients, clinicians, and referrers, maintaining clear and professional correspondence.
- Safeguard client confidentiality and privacy at all times.

Administrative Support

- Complete daily administrative tasks efficiently and accurately, such as managing emails, phone calls, and record updates.
- Maintain consistent and compliant records using Halaxy, Google Suite, and other practice management tools.
- Process payments, apply rebates, verify fee codes, and issue invoices.
- Support the Operations Lead by accurately reporting daily activities and addressing client-related queries.

Clinician support

- Assist clinicians with diary management, including filling appointment gaps and communicating schedule changes.
- Guide administrative best practices to support clinician efficiency and compliance.

Venue and Operational Support

- Ensure the front-of-house area remains clean, organised, and welcoming for clients and staff.
- Monitor and replenish office supplies as needed to maintain seamless daily operations.
- Assist with basic venue-related tasks, cleaning, and escalating significant maintenance or technical issues to the Operations Lead.

Learning, Growing and Contributing

- Actively participate in team meetings and training sessions, contributing ideas to improve front-of-house operations.
- Collaborate with team members to achieve client engagement and retention targets.
- Uphold The Mind Room's values in daily interactions and service delivery.

Accounts Receivable

- When assigned, additional responsibilities may include monitoring overdue account balances, contacting clients to follow up on unpaid invoices, and ensuring timely resolution in line with organisational procedures.

Additional

- Other duties may be assigned by your Manager as needed to support the efficient operation of the team, front-of-house services, and venue management.

Required Skills and Attributes

Client Facing Work Experience

4+ years of proven ability to manage client-facing responsibilities professionally, empathetically, and efficiently, particularly in high-pressure or busy environments.

Health Reception Experience

2+ years of experience in Private Practice in the mental health and wellbeing industry or similar allied health setting.

Industry experience & knowledge

Knowledge of mental health issues, systems and industry. For example, Medicare, private health, public health services, and ethical and legal issues.

Administrative and Technical Proficiency

Skilled in managing administrative workflows with attention to detail and accuracy.

Proficient in using practice management software (e.g., Halaxy) and office tools (e.g., GSuite, Slack).

Comfortable learning new systems and adapting to technology updates.

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| Communication and Interpersonal Skills | Strong verbal and written communication skills, with the ability to engage effectively with clients, team members, and clinicians. Demonstrates active listening skills to address client inquiries and concerns promptly. |
| Problem-Solving and Adaptability | Resourceful in identifying solutions to operational challenges and escalating issues as needed. Flexible and able to adapt to changing priorities or workflows in a dynamic practice environment. |
| Organisation and Time Management | Highly organised, able to prioritise multiple tasks and meet deadlines under limited supervision. |
| Team Collaboration | Works effectively within a team environment, supporting colleagues and contributing to shared goals. Respect each team member's role and foster a cooperative and positive work atmosphere. |
| Professionalism & Integrity | Demonstrates high integrity and discretion, managing sensitive or confidential information ethically. Upholds professional standards and reflects organisational values in all interactions. |
| Growth Mindset | Embrace feedback and learning opportunities to improve skills and contribute to continuous service improvement. |

Desirable Skills and Attributes

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| Experience | Previous experience in an allied health or medical reception role, preferably in a private practice setting. Familiarity with Medicare billing, private health systems, and industry compliance requirements. |
| Education | Certificate III or higher in health administration, business, or a related field. |
| Additional Skills | Experience managing overdue accounts or providing basic accounts receivable support. Prior exposure to venue maintenance and operational support in a professional setting. |