

TAS Psychology & Wellbeing

Position description: Remote Administrative Assistant

Location: Remote (Australia-based preferred) **Reports to:** Practice Owner / Psychologist

Employment arrangement: Part-time, with hours and employment terms to be confirmed

About the practice

TAS Psychology & Wellbeing is a private psychology practice supporting children, adolescents and adults through psychological therapy, assessments and NDIS-related services. We are seeking an organised, reliable and professional Remote Administrative Assistant to support day-to-day practice operations, client communication and service growth.

Position purpose

Provide responsive, confidential and accurate administrative support so that clinicians can focus on client care. The role is administrative and does not involve providing psychological advice, clinical assessment or therapy.

Key responsibilities

- Manage incoming enquiries, emails, telephone messages and routine client correspondence using approved templates and processes.
- Assist with appointment scheduling, cancellations, reminders, waiting lists and client portal enquiries in Zanda.
- Support new client intake: send forms, follow up outstanding documents, maintain referral records and assist with onboarding.
- Maintain accurate client contact details, referral information, service agreements and other administrative records.
- Prepare and send routine invoices, receipts and payment follow-ups as authorised; flag overdue accounts for review.
- Assist with NDIS administrative processes, including liaison with support coordinators and plan managers within documented consent and authority.
- Maintain and update email/SMS templates, appointment-booking links, administrative checklists and standard operating procedures.
- Assist with GP and referrer communications, professional networking coordination and scheduling using approved processes.
- Support recruitment administration, job advertisements, applicant correspondence and interview scheduling.
- Help coordinate marketing and business development activities, including website enquiries, referral forms and promotional communications.
- Track assigned tasks, document progress and escalate urgent, sensitive or clinical matters promptly to the psychologist.

Essential skills and attributes

- Strong written and verbal communication, with excellent spelling, grammar and attention to detail.
- Excellent organisation, time management and ability to work independently in a remote environment.
- Professional, empathetic and respectful communication with clients and stakeholders.
- High standards of confidentiality, privacy and secure handling of sensitive health information.
- Confident use of email, online calendars, Microsoft Office or Google Workspace and cloud-based systems.

- Reliable internet connection and a private, secure workspace suitable for confidential calls and records.
- Ability to follow instructions, work within role boundaries and seek guidance when required.

Desirable experience

- Previous administration or reception experience in psychology, allied health or another healthcare setting.
- Familiarity with Zanda (Power Diary), Medicare, NDIS processes, invoicing or Xero.
- Experience supporting a small business remotely, maintaining workflows and improving administrative systems.
- Experience communicating with GPs, support coordinators, referrers and other healthcare providers.

Privacy, safeguarding and role boundaries

The successful applicant must comply with the practice's confidentiality, privacy, cybersecurity and record-handling policies. Access to client information will be limited to authorised administrative duties. Clinical concerns, risk disclosures, complaints and requests for clinical advice must be referred promptly to the treating psychologist. Relevant screening checks may be required depending on duties and access.

Performance expectations

- Timely, accurate and courteous responses to routine enquiries.
- Up-to-date records and reliable follow-through on allocated tasks.
- Consistent use of approved workflows and escalation procedures.
- Respectful collaboration with the practice owner and external stakeholders.

How to apply

Please send a CV and a brief cover letter outlining relevant administrative experience, remote working capability and availability to **admin@taspsychology.com.au**.

Position scope, hours, remuneration and employment conditions will be confirmed during recruitment.