

– PA Position Description –

**POSITION DESCRIPTION: Personal Assistant**

PsyAx is a counselling centre, private memory clinic, and diagnostic neuropsychology service in the heart of Melbourne, Australia. An exciting opportunity exists for a **Personal Assistant** to provide remote administrative support to the Senior Clinical Neuropsychologist and to gain experience in a senior capacity. We are looking for a reliable and mature individual with an interest in mental health who enjoys providing patient-centred care. This is a casual role working remotely with an immediate start. Provided you can work Melbourne business hours, we don't mind where you're based. PsyAx is growing quickly and our practice is expanding. Successful candidates can expect to accelerate their career and be considered for more senior roles as the practice grows.

**Duties will include but are not limited to:**

- Scheduling and managing patient appointments and follow-up
- Responding to phone and email enquiries
- Diary management
- Sourcing health records from external services
- Electronic filing and maintenance of health records
- Drafting reports, letters, and emails
- Managing the patient reminder system
- Payments, invoicing, and account reconciliation
- Coordinating patient off-site survey administration and support
- Managing clinical suite bookings, travel, and accommodation
- Applying for patient funding from insurers
- Ordering of equipment and stock control
- Coordination of data entry and transcription
- Ensuring practice policies and procedures are kept up-to-date
- Coordination and planning of team events
- Managing NDIS compliance and re-registration including policy development
- Upkeep of business website
- Monitoring funding available for clients and requirements for feedback letters
- Practicing and problem-solving telehealth set up with patients
- Assisting with the development of digital test material
- Coordinating digital signatures for consent forms and service agreements
- Scheduling telehealth appointments on Zoom and Microsoft Teams
- Sourcing research articles
- Assistance with personal tasks, e.g. ordering gifts, dinner reservations
- Improving the user experience and business processes
- Other duties as specified and mutually agreed upon

**What we are looking for in an individual:**

- Kindness, honesty, integrity, and punctuality
- Ability to solve problems under time pressures
- Ready access to reliable, high-speed internet

- Superior attention to detail
- Well-developed oral and written English communication skills
- Professional and well-presented
- Process-oriented with an ability to provide excellent patient-centred care
- Ability to build rapport with patients, health professionals, and service providers
- Excellent organisational and time management skills with the ability to prioritise
- Initiative and willingness to learn with the ability to work autonomously
- Hard-working, helpful, and solutions-focused
- Strong IT skill set and advanced keyboarding skills
- Calm and even-tempered demeanour in unexpected situations
- Ambition, drive, and a capacity to see the big picture

#### **What we offer in return:**

- Fun and friendly team
- Open and vibrant culture
- Energetic, motivated, and passionate staff
- An entrepreneurial spirit and creative approach
- Positive work environment
- Great work / life balance
- Cutting edge technology & IT infrastructure
- Professional training and development
- Flexible work arrangements
- Competitive pay rates with regular reviews
- Ongoing career development

If you are looking for a career-enhancing role working in healthcare as part of a friendly team in an upbeat and well-supported work environment, this is the role for you. Immediate start available.