



POSITION DESCRIPTION

1. Organisation

Our mission is simple: to help children, young people and families be the best they can be.

Playology is a paediatric allied health clinic providing Psychology, Occupational Therapy and Speech Pathology services to children, young people and their families.

Our work is guided by seven principles:

- *Neuroaffirming* – We work to understand each child's unique way of thinking and responding, and use that understanding to support growth, regulation and connection.
- *Purpose driven* – We provide therapy with purpose, with clear goals and a focus on meaningful change in everyday life.
- *Family centred* – We partner with parents and caregivers, bringing together their knowledge of their child with our clinical expertise.
- *Evidence based* – We draw on research, clinical experience and family values to guide thoughtful, individualised support.
- *Respectful* – We listen carefully, honour individual values and culture, and meet children and families where they are.
- *Hopeful* – We help families see a path forward through understanding, achievable steps and genuine support.
- *Community focused* – We want the impact of our work to extend beyond the clinic, supporting inclusion and participation at home, school and in the community.
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These principles shape not only the therapy we provide, but **how we work with families, how we work together as a team, and the experience we want people to have when they come to Playology.**

2. Position details

Position title:	Client Care Coordinator (Reception)
Position purpose:	The Client Care Coordinator is an important part of the day-to-day running of Playology and the experience families have when accessing our services. As a key point of contact for families, the role provides warm, responsive and efficient support across reception, enquiries, appointments, billing and general clinic administration. The Client Care Coordinator also works closely with clinicians and the broader team to help keep clinic operations organised and services running smoothly.
Reports to:	Teigan Leonard (Director/Psychologist)
Location:	Playology Clinic, Croydon
Employment Status	Casual
Date Reviewed	August 2026

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3. Key responsibilities and duties

1. Act as a first point of contact for families, responding to phone, email and in-person enquiries in a warm and professional manner.
2. Welcome children, young people and families to the clinic and support the smooth running of reception.
3. Schedule, confirm and manage appointments and clinician calendars.
4. Support new client enquiries, intake and onboarding processes.
5. Manage billing and invoicing, including Medicare and NDIS-related administration.
6. Maintain accurate and up-to-date client records within the clinic management system, with appropriate attention to privacy and confidentiality.
7. Work collaboratively with clinicians and the broader Playology team to support smooth service delivery.
8. Assist with general clinic administration, including documents, correspondence, filing and data entry.
9. Order and maintain clinic resources, supplies and equipment as required.
10. Assist with administration and coordination associated with group programs, workshops and other clinic activities.
11. Help maintain a welcoming, organised and well-presented clinic environment.
12. Complete other reasonable administrative and client care tasks as required to support the day-to-day operation of the clinic.

4. Qualifications and work experience

Essential qualifications/experience:

- Eligibility to work in Australia.
- Current Working with Children Check, or willingness to obtain one prior to commencement.
- Strong written and verbal communication skills.
- Strong organisational and time-management skills.
- Good attention to detail and ability to maintain accurate records.
- Confidence using computers and learning new systems.
- Ability to manage competing tasks and priorities in a busy environment.
- Ability to maintain confidentiality and handle sensitive information appropriately.

Desirable qualifications/experience

- Previous experience in administration, reception, customer service or a similar role.
- Experience working in a health, allied health, disability or paediatric setting.
- Experience using practice management software such as Halaxy, Cliniko or similar.
- Familiarity with Medicare and/or NDIS billing and administration.

Please note that Playology Clinic will complete reference and national police checks as part of the recruitment process. No offers can be made until these have been cleared.

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5. Personal qualities and behavioural traits

We're looking for someone who is:

- Warm, friendly and approachable with children, young people and families.
- Calm and helpful when responding to questions, changes or unexpected situations.
- Organised and able to keep track of the small details that help a busy clinic run smoothly.
- Reliable and able to work independently while also being part of a team.
- Comfortable communicating with families, clinicians and other professionals.
- Respectful of different children, families, communication styles and ways of being.
- Able to use initiative and problem-solve while recognising when something needs to be escalated.
- Genuinely interested in contributing to a supportive and welcoming environment for families and the Playology team.

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