



Position Description

Position Title	Client Services & Administration Coordinator
Reporting to	Manager Clinical and Social Support Services
Hours of work	20 (5 hours per day across 4 days)
Classification	SCHADS Level 4
Program	CARE Psychology Services
Position Location	Doncare Head Office
Tenure/Status	Ongoing
Date Last Reviewed	October 2026

About Doncare

Doncare is a not-for-profit community and counselling service that provides support to families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Emergency Relief, Case management, Family Violence Services, Family Services, and Social Support for Seniors. You can find information about our organisation's [Vision, Purpose and Values](#) on our website.

Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the center of all that we do. Whilst all Doncare programs and activities may not involve regular contact with children by members, volunteers and employees, all programs and activities will be subject to our Child Safety & Wellbeing Policy.

About the Position

The Client Services & Administration Coordinator is responsible for coordinating client referrals, intake, scheduling and administrative processes to support the implementation, effective delivery and growth of our newly established CARE Psychology Services. As a key point of contact for clients, Doncare psychologists, staff and external stakeholder, including GPs and community partners, the role facilitates access to services, manages waitlists and appointments and fosters strong referral relationships.

The role also supports the promotion and growth of the service through marketing and stakeholder engagement activities, while contributing to the development, implementation and continuous improvement of administrative systems, processes and procedures for this emerging service. The role plays a critical part in establishing and growing Doncare's psychology program, ensuring efficient administrative operations, strong referral pathways, and a sustainable client pipeline that supports psychologist utilisation and service viability.

Key Result Areas, Responsibilities and Performance Measures

Key Result Areas	Responsibilities	Performance Measures
Client Intake and Service Access	Coordinate client enquiries, referrals, intake processes and appointment scheduling. Manage waitlists and facilitate timely access to psychology services.	• Timely response to client and referrer enquiries. • Referrals processed accurately and efficiently. • Waitlists actively monitored and managed. • High levels of client satisfaction with access and onboarding processes.
Service Coordination and Administration	Oversee appointment scheduling, clinician diaries, client records and administrative systems to support effective service delivery. Ensure compliance with organisational policies and privacy requirements.	• Accurate and up-to-date client records maintained. • Efficient utilisation of clinician appointment availability. • Administrative tasks completed within required timeframes. • Compliance with organisational and legislative requirements.
Service Promotion and Growth	Develop, support and distribute marketing and promotional activities to increase service visibility and community awareness. Identify opportunities to expand referral pathways and grow the client base.	• Marketing activities implemented as planned. • Growth in enquiries and referrals. • Increased utilisation of psychology services. • Clinician appointment availability maintained at agreed occupancy targets.
Stakeholder Engagement and Referral Development	Build and maintain positive relationships with referring GPs, community organisations and other stakeholders to promote psychology services and support ongoing referral pathways. Act as a key point of contact for referral partners, identify opportunities to strengthen engagement, and contribute to activities that sustain and grow the referral pipeline.	• Positive and productive relationships maintained with key referral stakeholders. • Regular stakeholder engagement activities undertaken and documented. • Growth and diversification of referral sources. • Consistent referral pipeline maintained to support service demand and clinician utilisation targets. • Increased awareness and utilisation of psychology services among referral

		partners and the broader community
Work Health and Safety	Have an awareness of OHS policies and incident reporting and the expectation that OHS is everyone's responsibility	Report any incidents or near misses in order for hazards to be reduced
Expectations and directives in relation to policies and procedures and Doncare's mission, vision and values	Organisational expectations and directives in relation to policies and procedures and the organisations mission, vision, and values.	Ensure all interactions are undertaken in accordance with the expectations as outlined in the Code of Conduct and our policies and procedures.
Quality	Quality and Continuous Improvement activities.	Participate in continuous improvement activities as identified

The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the agencies operational needs.

The Position Description may be amended from time to time at the organisation's discretion and with changing requirements. Where there is inconsistency between KPI's in this Position Description and those within the Agency's objectives, the Agency's Objectives will stand.

Key Selection Criteria

Required Qualifications

- Certificate IV, Diploma or higher qualification in Business Administration, Practice Management, Health Administration, Community Services or a related field, or equivalent demonstrated experience.
- Current National Police Check and Working with Children Check (or ability to obtain prior to commencement at own cost).

Required experience and skills

- Demonstrated experience in a coordination, practice administration, practice management or client services role, preferably within a psychology, allied health, healthcare or community services environment.
- Proven experience managing client intake, referrals, appointment scheduling, waitlists and administrative systems in a client-centred service.
- Demonstrated ability to build and maintain effective relationships with a range of stakeholders, including referrers, healthcare professionals, community organisations and internal teams.
- Experience supporting service growth through stakeholder engagement, referral pathway development, marketing activities or business development initiatives.
- Demonstrated ability to develop, implement and continuously improve administrative systems, workflows, processes and procedures.

- Strong understanding of client confidentiality, privacy requirements and the ability to exercise sound judgement, discretion and sensitivity when handling personal information.
- Excellent verbal and written communication skills, with the ability to engage professionally with clients, clinicians, referrers and external stakeholders.
- Demonstrated organisational skills, including the ability to manage competing priorities, coordinate multiple tasks and work effectively in a fast-paced environment.
- Proven ability to work both independently and collaboratively within a multidisciplinary team environment.
- Demonstrated resilience, adaptability and initiative, particularly in establishing new processes and responding to changing service needs.
- High level of integrity, professionalism and reliability.
- Advanced computer skills, including Microsoft Office Suite and experience using client management, practice management and/or customer relationship management (CRM) systems.
- Understanding of, and commitment to, the values and purpose of a community-based not-for-profit organisation.

Desirable skills

- Experience working in a psychology practice, allied health clinic, mental health service or medical practice.
- Experience as a Practice Manager, Practice Coordinator, Client Services Coordinator or similar role.
- Knowledge of mental health referral pathways, Medicare-funded psychology services and general practice referral processes.
- Experience supporting the establishment, growth or expansion of a new service or program.

Diversity and inclusivity are important to Doncare. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds, LGBTQIA+ people and people with a lived experience of disability.