

seeking a Programs Coordinator

COORDINATE MENTAL HEALTH PROGRAMS
& ENROL PARTICIPANTS



Programs Coordinator – flexible part time in Newcastle

We are a thriving psychology practice with innovative clinical service approaches to therapy, cognitive and behavioural assessments and unique online programs that comprehensively support our community and their mental health.

We love to develop clinical ideas and create services and programs to make mental health more accessible, human focused and interesting. We encourage you to check us out at

www.lifematters.com.au.

WE ARE SEEKING SOMEONE WHO CAN

- Act as primary contact, administer and coordinate the running of Life Matters digital programs, starting with bossbrainkids.com.au
- Develop Systems and Automations for Life Matters digital programs, making improvements where identified.
- Actively develop relationships to promote Life Matters Programs and secure B2C and B2B sales
- Understanding and knowledge of National Disability Insurance Scheme (NDIS)
- Develop a positive working relationship with NDIS stakeholders and networks
- Help build positive relations within the Life Matters team and external parties
- Nurturing of customers throughout their program journey
- Work with Creative Team, to assist with logistics of program promotions, webinars, lives, media events
- Support growth and development of Life Matters Online programs and services
- Carry out administrative and promotional duties as required

General Expectations

- Ensure compliance with Quality Management System and the implementation of policies and procedures
- Maintain professional standard of work
- Collaborate closely with the Leadership Team and Marketing and Programs Team
- Contribute to a positive workplace culture and attitude

IS THIS FOR ME?

Put simply, you will need to be an extremely organised, tech-savvy people-person with the ability to sell our programs.

- You want to be part of a progressive practice that acknowledges/nurtures you to help grow quality clinical services - we value, connect with and listen to our people
- You want to feel excited about the work you do, and have the support of a very experienced clinical psychology and business development team
- You have positive energy and a warm personality, engaging well with people using strong interpersonal and rapport-building skills
- You are highly motivated, conscientious and enjoy autonomy and flexibility within a role
- You are known for being very organised and efficient
- You are experienced at adhering to consistent deadlines and handle pressure well
- You are a 'natural' when it comes to sales and customer service
- You have a high digital aptitude; experienced in digital systems, CMS's, forms, e-commerce, automations and digital problem solving

We know that the 'right' match is out there waiting for this next exciting chapter in their life. If you think this, is you, read on!

ESSENTIAL CRITERIA:

- Proven experience and/or tertiary qualifications in digital automations, systems programming, content management systems or similar
- Demonstrated experience/track record of sales management (both B2C & B2B is desired)
- Work well with teams and have strong interpersonal skills and emotional intelligence
- Demonstrated strong business acumen; able to secure business sales meetings and lead with confidence, as well as manage day to day one-on-one customer program enquiries
- Availability to work 3 days / 24hrs, per week.

DO YOU THINK YOU'VE GOT WHAT IT TAKES? WE'D LOVE YOU TO APPLY:

Send your CV and cover letter direct to catherine@lifematters.com.au or if you'd like some more info before you consider applying, phone Catherine Rosser, Business Development Lead on 0476 447 265 during business hours.

Applications close 19th June 2023