

Reception & Practice Support Coordinator Position



2 - 4 Shifts Per Week (4 to 6 hours per shift)

Opportunity to Grow into a Key Operational Role

Foot Focus Podiatry - Wilson

Foot Focus Podiatry is seeking a warm, organised, reliable and motivated person to join our team. This is more than a traditional reception role.

We are looking for someone who enjoys helping people, is comfortable with technology, takes initiative, enjoys learning new systems, and would like to develop into a key long-term member of our practice. We particularly value people who enjoy improving processes, increasing efficiency, and helping a business work better over time.

The role will begin with reception, patient administration and practice support duties. Over time, the successful applicant will be trained in broader administration, systems, workflow management, staff support, and practice operations. For the right person, there is potential to develop into a senior operational role within the practice over the next 2-3 years.

About Foot Focus Podiatry

Foot Focus Podiatry is an established practice in Wilson with approximately 26 years of history. We have a team-based approach, multiple podiatrists, a visiting surgeon, and a strong focus on patient care, teamwork, learning, and continual improvement.

Hours

- Approximately 2 to 4 days per week
- Typical shifts are 4 to 6 hours
- Additional hours may become available as responsibilities develop
- Flexibility to assist with holiday and sick leave cover would be advantageous
- Flexible commencement date

The Role

Initially, responsibilities will include:

- Greeting and assisting patients
- Answering phones and responding to enquiries
- Appointment scheduling and diary management
- Processing payments and claims
- Patient recalls and follow-up
- Administrative support
- Learning practice software and procedures
- Working closely with our reception and clinical team
- Helping maintain a welcoming and efficient patient experience

As the role develops, there may be opportunities to become involved in:

- Workflow improvement and problem solving
- Systems and technology implementation
- Microsoft 365, SharePoint and task management systems
- Process improvement and efficiency projects
- Reporting and administration
- Staff support and coordination
- Documentation and procedure development
- Practice projects and operational support
- Cloud software implementation and continual improvement initiatives

We are currently improving many of our systems, workflows and technology. The successful applicant should be comfortable with change, interested in learning new systems, and enjoy helping make the practice more organised, efficient and effective over time.

We Are Looking For Someone Who

- Enjoys helping and caring for people
- Communicates warmly and professionally
- Is organised and pays attention to detail
- Is comfortable using computers and learning new software
- Enjoys technology, innovation and positive change
- Likes improving systems, workflows and efficiency
- Enjoys solving problems and finding better ways of doing things
- Can manage multiple priorities in a busy environment
- Shows initiative and good judgement
- Takes ownership of tasks and follows them through
- Works well as part of a team
- Accepts feedback positively and uses it to improve
- Communicates openly about problems, issues and ideas
- Is dependable, trustworthy and honest
- Wants a long-term role with opportunities for growth and development

Experience

Previous experience in reception, administration, healthcare, allied health, customer service, business administration, technology, or systems-based roles would be advantageous but **is not essential**.

We are more interested in attitude, character, initiative, learning ability, curiosity, and long-term potential than specific industry experience.

Career Path Opportunity

The successful applicant will receive training and support with the goal of progressively expanding their responsibilities over time.

This role would suit someone looking for more than a standard reception position and who would enjoy learning administration, systems, workflow and operational management skills within a supportive team environment.

As Foot Focus continues to modernise its systems and workflows, the successful applicant will have the opportunity to be involved in technology projects, process improvement, cloud software implementation and operational development.

We are seeking someone who enjoys learning, embraces change, and wants to contribute to making the practice more efficient, organised, and effective over time.

For the right person, this role offers a genuine long-term career pathway with increasing responsibility and the opportunity to become a key part of the future management and operational structure of Foot Focus Podiatry. The intention is to develop the successful applicant into a senior operational support role over time while working closely with the Practice Manager and wider team.

Applications & Enquiries

Please email your resume and a brief cover letter explaining:

- Why this role interests you
- What you enjoy about working with people
- An example of when you showed initiative or solved a problem
- An example of how you improved a process, system, or workflow
- Your experience learning new software, systems, or procedures

Applications and enquiries:

admin@footfocuspodiatry.com.au

Attention: Sarah – Job Application

If you would like to discuss the position further, please email us and we will be happy to arrange a suitable time to call you back.