



Psychotherapy & Counselling
Federation of Australia

POSITION DESCRIPTION

TITLE:	Membership Services Officer
REPORTS TO:	Membership Team Leader
WORKS WITH:	CEO, Membership Team, Communications Coordinator
HOURS:	1 EFT
TENURE:	Ongoing

ROLE SUMMARY

The Membership Services Officer position is responsible for working as part of the Membership team to increase recruitment and retention of PACFA members by providing improved customer service and streamlining member services. This includes working closely with the Membership Team Leader and Membership Development Coordinator to streamline services to stakeholders such as Private Health Insurers, government agencies and other partner organisations. This role will work on improvements which help to deliver results to stakeholders through member engagement.

MISSION

The Psychotherapy and Counselling Federation of Australia (PACFA) is a peak body for the counselling and psychotherapy profession in Australia. PACFA's mission is to advance the counselling and psychotherapy profession and to benefit members of the community who seek the services of counsellors and psychotherapists. In addition, PACFA is home to the College of Aboriginal and Torres Strait Islander Healing Practices.

POSITION PURPOSE

PACFA's federation membership model is complex, however at its heart its intent is to increase access to affordable mental health support and care.

Counsellors and psychotherapists are highly skilled but currently under-utilised mental health professionals. Our members have capacity to support a greater number of Australians in distress, and to reduce some of the pressure on Australia's mental health system for people seeking support with stress, relationships, domestic violence, parenting, grief and loss, abuse or job loss.

This position is a key point of contact for our most important stakeholders, our members. The position will have ongoing membership responsibilities including member support, assistance with new applications and renewals and providing administrative support to members, Private Health providers and PACFA partners when required.

KEY RESPONSIBILITIES

- Answer calls and email queries from members as part of membership team
- Liaise with members to update records and process renewals
- Assess member applications against PACFA requirements
- Support relationships with Private Health Insurers
- Proactively work to improve member processes and Identify gaps in PACFA's members information and products
- Ensure the website information about membership, joining and renewal processes is accurate and timely
- Ability to initiate and run process improvement projects
- Proactively support the increased recruitment and retention of members

KEY SKILLS AND EXPERIENCE

- Proven ability to provide exceptional customer support
- Proven ability to manage a high volume of administrative and support tasks
- High level of initiative
- Ability to manage multiple activities at once
- An interest in counselling and psychotherapy field
- Well-developed interpersonal, verbal and written communication skills
- Experience working in small teams

HIGHLY ADVANTAGEOUS

- Experience working with members or volunteers in a not-for profit environment
- Experience or an understanding of IMIS, Higher Logic and Wordpress would be highly regarded

PERSONAL QUALITIES

- Well organised, and able to manage own workload to meet deadlines
- Able to be creative to achieve goals
- Friendly and cooperative
- Passionate about the importance of mental health care for Australians