



## Position Description: Registration and Membership Officer

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<b>TITLE:</b>	Registration and Membership Officer
<b>REPORTS TO:</b>	Registration and Membership Manager
<b>WORKS WITH:</b>	Registration and Membership Team, CEO
<b>SALARY:</b>	\$70K plus salary sacrifice benefits and 11% super
<b>HOURS:</b>	1.0 EFT
<b>LOCATION:</b>	PACFA is located at Creative Cubes, 333 Drummond St, Carlton. This role is based in the office for a minimum of 3 days per week and WFH the other 2 days.
<b>DURATION:</b>	Ongoing

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### ROLE SUMMARY

The Registration and Membership Officer is responsible for increasing the recruitment and retention of PACFA Registrants and Members by providing improved customer service and streamlining member services.

Reporting directly to the Registration and Membership Manager, the successful candidate will be a key point of contact for our most important stakeholders: our Registrants and Members. The role provides assistance with new applications and renewals, and administrative support to Registrants, Private Health providers, and other stakeholders. It also involves working closely with the Registration and Membership Manager to streamline services to Private Health Insurers, government agencies, and other partner organisations.

### ORGANISATIONAL PURPOSE

The Psychotherapy and Counselling Federation of Australia (PACFA) is a peak body for the counselling and psychotherapy profession in Australia with approximately 8,000

members nationally. PACFA exists to support its members and the community by regulating the training and practice of Psychotherapy, Counselling and Indigenous Healing Practices to the highest standards of safety, quality and professionalism. PACFA is a member of Allied Health Professions Australia and the National Alliance of Self-Regulating Health Professions.

## **POSITION PURPOSE**

PACFA's Registration model is complex; however, at its heart, it intends to increase access to affordable mental health support and care throughout Australia.

Our Registrants support a large number of Australians in distress, and 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.

## **KEY RESPONSIBILITY AREAS**

- Answer calls and email queries from Registrants and Members as part of the Registration and Membership team
- Liaise with Registrants and Members to update records and process renewals
- Support relationships with Private Health Insurers
- Proactively work to improve Registration processes and identify gaps in PACFA's Registrant and Member information and products
- Ensure the accuracy and currency of website information about Registration, joining, and renewal processes
- Initiate and run process improvement projects
- Proactively support the increased recruitment and retention of Registrants and Members

## **KEY SELECTION CRITERIA**

- Proven ability to provide exceptional customer service and support
- Proven ability to manage high volumes of phone calls, emails, administrative and support tasks
- High-level interpersonal, written and verbal communication skills
- Ability to manage and prioritise competing tasks
- Well-organised; able to manage own workload to meet deadlines
- Friendly, positive, and collaborative; able to work well within a small team
- High level of initiative
- Highly computer literate:
  - Able to switch easily and efficiently between multiple programs
  - Minimum typing speed: 60 WPM

**ADVANTAGEOUS EXPERIENCE**

- Experience working with members or volunteers in a not-for-profit environment
- Proficiency with IMIS, Higher Logic, and Microsoft 365
- Interest in the counselling and psychotherapy field