



Practice Receptionist

Location: Takapuna, Auckland

Hours: Monday to Friday, 8.30am – 5.00pm

(Occasional Saturday work may be required to support our psychiatrist)

Reports to: Practice Manager

Totally Psyched is seeking an experienced and professional Administrator to join our growing multidisciplinary mental health clinic. This role is pivotal to the smooth day-to-day running of the practice and is often the first point of contact for our clients, families, and clinicians.

About Totally Psyched

Totally Psyched is a specialist mental health and neurodevelopmental assessment practice committed to delivering high-quality, ethical, and compassionate care. We pride ourselves on being a supportive, collaborative, and values-driven workplace where professionalism, respect, and continuous improvement are central to everything we do. Our team works closely together to support children, adolescents, and adults, and we place a strong emphasis on creating a calm, welcoming, and well-organised environment for both clients and staff.

About the Role

As Practice Receptionist, you will be responsible for delivering a high standard of client-focused service while providing efficient administrative and operational support to the clinical and management team. You will ensure the practice is welcoming, organised, and operating to a high professional standard at all times.

Key Responsibilities

- Greet and assist all clients and visitors in a warm, respectful, and professional manner
- Answer, triage, and direct phone calls and emails promptly and accurately
- Schedule appointments efficiently and manage clinician calendars
- Process payments, manage invoicing clients
- Maintain accurate and confidential client records in line with privacy standards
- Use Cliniko software to record communications and appointments
- Support clinicians with document preparation, reports, correspondence, and general administration
- Ensure the reception, waiting areas, kitchen, and office spaces are clean, tidy, and well presented
- Restock and order office/practice supplies as required



- Provide day-to-day administrative support to the Practice Manager, Clinical Director, and clinical team
- Provide occasional Saturday support to our psychiatrist as required

About You

You are calm, organised, and confident, with a genuine commitment to providing exceptional client service in a healthcare setting. You thrive in a fast-paced environment and are able to juggle multiple priorities while maintaining attention to detail.

Essential Requirements

- Previous experience in a similar role within a mental health, medical, or allied health clinic
- Excellent verbal and written communication skill
- Strong customer service skills with a professional and empathetic communication style
- Excellent organisational and time management abilities
- High level of attention to detail and accuracy
- Ability to multitask and adapt to change
- Professional presentation and confident manner
- Strong teamwork skills

Technical Skills

- Excellent working knowledge of Microsoft Office (Outlook, Word, Excel)
- Experience with Cliniko practice management software is highly regarded *(or the ability to learn quickly if not already familiar)*

What We Offer

- Full-time, stable hours in a supportive clinical environment
- The opportunity to work within a respected and growing mental health practice
- A collaborative team culture that values professionalism, empathy, and quality care
- Meaningful work supporting both clients and clinicians

If you have experience working in a healthcare or mental health clinic and are looking for a role where organisation, professionalism, and people skills are valued, we would love to hear from you.

To apply: Please submit your CV and a brief cover letter outlining your relevant experience to practicemanager@psyched.org.nz