

## Partner Experience Manager

At The Talk Shop, we're a group of dedicated Registered and Clinical Psychologists who aim to make access to High-Quality Counselling and Psychology available to everyone. We conduct many hundreds of weekday, evening and weekend appointments each week, both in our offices and via Telehealth, some with no out-of-pocket cost to our Clients – and demand for our services is at all-time highs.

Hi, I'm Matthew Vella, founder and CEO of The Talk Shop. I started the business after an injury changed my life forever. This is a business that is literally about putting the pieces of one's heart back together.

**And right now, I'm looking for a talented individual, with a good heart and great people skills, to join me as our Partner Experience Manager.**

### The gig?

Working from home and at our practices throughout Melbourne, it's a role that focuses on the hearts and minds of our "partner practitioners". The focus is to increase the satisfaction of our team of 70+ psychologists, resulting in the existing ones increasing their hours with us, referring their friends to join us, and more psychologists joining our team – growing the number of appointments offered in our offices to meet the huge demand we have from clients.

You'll also "sell" our organisation to potential psychologists wishing to join us.

**Who are you?** You're likely to have experience in any of Sales/Marketing/Business/HR/Psychology. In addition, people often describe you as:

- Smart, well-spoken and commercially savvy
- Goal-focused, determined, with tons of personal grit
- Someone with presence and an opinion – while not dominant
- A natural with people who also knows when to focus on the task at hand
- A believer that 'ad-lib is for amateurs' and committed to continuous improvement
- Generally positive, yet nobody pulls the wool over your eyes
- Results and action-oriented, and happy to make considered, commercially sound decisions
- Comfortable listening to alternative views yet you'll also take a firm stand
- A natural leader – people always look to you – and you love building capability
- A balanced view of the world. You call on both data and intuition

### Why would you?

- We exist to "make a difference".
- We are the largest Private Psych Practice in Victoria and aim to continue growing Nationally.
- This role is key to achieving that growth.
- This role is to help increase the satisfaction of those who "make the difference" and so is a leverage role where you can make a huge difference in the mental health of Australians.

The Talk Shop Australia

### Employment Type

Full-time

### Beginning of employment

ASAP

### Duration of employment

Ongoing

### Industry

Private Practice

### Work Location

343 Little Collins Street, 3000, Melbourne, Victoria, Australia

### Date posted

2023-04-05

### Valid through

31.12.2023

Apply now

- We are focused on long-term relationships and results rather than short-term wins. We aim to “do things right” even if that means results may take longer to be seen.
- We value transparency and openness and are a Mission based business.
- This role is pivotal to increasing the impact of the business.
- Salary is up to \$90K + incentives

**Interested? You know you are right?** Why not hit **Apply Now**, give us a few details about you, answer a few role-related questions and do a quick 10-minute self-assessment which will give us insights into your ideal work culture – and we’ll be in touch! No resume or cover letter is needed.

EVERY application will be acknowledged. EVERY applicant will be advised the outcome of their application.

The Talk Shop and I are an equal opportunity employer and we encourage applications from all people who believe they have the right blend of experience and character.