



Position: Remote/Virtual Administrative Assistant, Independent Contractor

We are seeking an outgoing, warm and efficient individual to join our team and provide support to our multidisciplinary psychotherapy practice and admin team. The ideal candidate is outgoing, highly organized, has exceptional attention to detail, is familiar with various therapeutic modalities (EMDR, CBT, EFT, TFCBT, SFBT, IFS, Relational and Cultural Therapy, ACT, Gottman) has a welcoming and positive attitude. This candidate is willing to learn and grow with our busy group practice.

This role reports directly to the Founder and Clinic Director, in addition to our Lead Administrative Assistant.

### **About Us**

We are a dynamic collective of psychotherapists serving children, adolescents, individuals, couples, and families. At Milton Psychotherapy Centre, we are gender-affirming, neurodiverse-affirming, anti-racist therapists who provide trauma-informed psychotherapy treatment to our diverse community. We pride ourselves in providing an exceptional results-driven clinical experience that is centred around safety, comfort, and excellence. Milton Psychotherapy Centre was honoured to receive the *2022 and Readers Choice Diamond Award and 2023 Platinum Award for Best Marriage, Family and Individual Counselling clinic*, among other community accolades.

We offer in-person and virtual therapy throughout the province of Ontario. As a virtual administrative assistant, you will be joining a team of supportive, empathetic, and caring mental health practitioners, who are dedicated to helping people on their journey to improved mental health and wellness.

### **Qualifications**

- Undergraduate University Psychology/Social Work students (3<sup>rd</sup> year or above) or First year Master's students (Social Work, Counselling Psychology) are welcome to apply.
- 2+ years of experience in customer service or administrative support is required.
- Must be proficient in Google Suite applications (Gmail, Calendar, Docs, Sheets) as well as Microsoft Office applications (Word, Excel)
- Experience using Jane App is an asset.
- Experience with Canva is an asset

- Experience working or volunteering in a mental health setting.

### **Responsibilities**

- Connecting with prospective and current clients via telephone, email, and social media.
- Responding to client calls and emails in a timely manner during consistent intervals throughout the day; ex. 9am, noon and 5pm.
- Flexibility to attend to client emails and calls throughout the day, Monday to Friday.
- Responding to various administrative needs for a team of 20.
- Review and submit payroll invoices.
- Establish and maintain clinic administrative procedures that support efficiency, communication, client and staff retention.
- Assisting with content for social media platforms, blogs, and newsletters, as needed.
- Connecting regularly with our team of psychotherapists, social workers, interns, and volunteers.
- Compiling referral documents, creating various resources for clients and staff.
- Supporting Psychotherapists with client bookings, payments, administrating intake & consent forms, etc.
- Maintaining Quality Assurance (follow up to payments, securing payment information, uploading secure documents, managing the booking software including schedules and treatments offered).
- Support Intern and Staff onboarding procedures.
- Support strategic planning for clinic growth.

### **Skills and Attributes of the Ideal Candidate:**

- Dynamic, self-motivated individual with the ability to work independently under pressure.
- Outgoing and friendly temperament.
- Exceptional communication skills, ability to communicate professionally, with compassion, and with patience when dealing with all clients and staff.
- Confidence to share ideas and constructive criticism to help us grow.
- Juggling multiple projects and to-do's simultaneously is not a problem for you — you work well under pressure, meet deadlines and are reliable.
- Tech savvy (we are paperless and everything is digital).
- An appetite for innovation and simplicity, someone who is highly process oriented.
- Working autonomously comes easy to you but you also love collaborating with a talented team.
- Long term ambition for a career in counselling and psychotherapy is an asset.

**Pay:** \$20/hr, Independent Contractor, flexible hours based on demand.

**Shifts will be:** Completed remotely to start with potential to work in the clinic in the future.

10 hours per week to start, with the potential for more.

**Application Process:**

In addition to submitting your resume and cover letter to [info@miltontherapycentre.com](mailto:info@miltontherapycentre.com), please complete the Supplementary Application linked on our website.

We thank all applicants for their interest. Only those candidates under consideration will be contacted for an interview. Incomplete applications will not be accepted or responded to.

For more information about Milton Psychotherapy Centre, please see our website:  
[www.miltontherapycentre.com](http://www.miltontherapycentre.com)