The Australian Psychological Society (APS) is a leading source of psychological knowledge in Australia and the premier professional organisation for psychologists. The APS has over 22,000 members with expertise in understanding and changing human, organisational, and community behaviour.

The APS works to provide services to meet members’ diverse professional needs, advance the discipline and profession of psychology and contribute psychological knowledge for enhancement of community wellbeing.

The APS employs approximately 110 staff and is managed from the National Office in the Melbourne CBD.

1. Organisational Objectives

The mission of the APS is to advance the discipline and profession of psychology for the benefit of its members and the communities they serve.

The Organisational Strategic Objectives for the APS are specified in the 2015 – 2017 Strategic Plan are:

- Foster a collaborative approach to issues among APS members and the psychology community that grows the influence of psychology collectively, while valuing and promoting the diversity
- Enhance the value of APS membership
- Ensure the APS is the voice of psychology in Australia
- Foster and promote the knowledge base of the discipline and the profession of psychology
- Promote the value of APS psychologists to the community.

These are underpinned by a sixth objective:

- Organisational capabilities and effectiveness – enhance the capability of the APS

2. Position in Context

The APS runs a Find a Psychologist Service from the National Office based on a database of members in private practice who have paid an additional fee to be included. Those listed on the Find a Psychologist
Service can be accessed by calling or emailing the National Office or going online to the APS website at [www.findapsychologist.org.au](http://www.findapsychologist.org.au).

### 3. Key Responsibilities

- Respond to phone, email and fax inquiries and refer callers to appropriate psychologists by using the Find a Psychologist database system.
- Maintain accuracy of Find a Psychologist data by processing requests for changes to members’ contact details.
- Acquire sufficient knowledge to support the APS response from the Member Assistance Centre regarding enquiries related to national registration, pathways for registration, career options for psychologists, and other related issues.
- On a daily basis conduct a follow-up survey with recently joined APS members.
- Other administrative duties as directed.

### 5. Required skills and attributes

The following are a set of essential criteria for this position:

- A minimum of a completed APS accredited four year degree in psychology
- Current enrolment in either an APAC-accredited postgraduate degree in psychology or a postgraduate research degree in psychology;
- Strong customer-service skills;
- Excellent organising and planning skills.

The following are a set of desirable criteria for this position:

- Experience in psychology workplace settings;
- Knowledge of different therapeutic approaches.