



GUIDE TO HIRING SUPPORT STAFF

When should you hire support staff?

Consider hiring when:

- ☐ You're overbooked and can't manage administrative tasks effectively.
- ☐ Client communication is delayed or inconsistent.
- ☐ You're turning away potential clients due to limited availability.
- ☐ Financial growth has plateaued due to time constraints.

Who Should You Hire?

Role	Best for
Virtual Assistant	Managing scheduling, emails, and social media remotely.
Receptionist	Answering calls, greeting clients, and handling payments.
Billing Specialist	Processing insurance claims and managing financial records.
Office Manager	Overseeing operations, office supplies, and staff coordination.
Clinical Assistant	Preparing art supplies, organizing materials, and supporting therapists.

Steps to Hiring the Right Support Staff

- ☐ Identify Your Needs – List tasks you need help with.
- ☐ Set a Budget – Determine how much you can afford.
- ☐ Create a Job Description – Clearly define roles and responsibilities.
- ☐ Advertise and Interview – Post job listings and ask relevant questions.
- ☐ Onboard and Train – Provide guidance and ensure a smooth transition.

Managing Your Team Effectively

- ☐ Clarify Roles – Define expectations from the start.
- ☐ Use Technology – Automate scheduling and billing.
- ☐ Hold Team Meetings – Keep communication open and address concerns.
- ☐ Encourage Growth – Offer training and incentives to retain staff.
- ☐ Assess and Adjust – Regularly review performance and refine processes.

BLOG POST LINK: <https://arttherapyresources.com.au/scaling-practice>