

POSITION DESCRIPTION

Position Title:	Senior Mental Health Clinician – Intensive Support Program
Business Unit/Department:	Community Mental Health Team
Division:	Mental Health and Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement, Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	RPN4 / OT3 / SW3 / P3
Reports To:	Program Manager
Direct Reports:	N/A
Date Prepared/Updated:	12 December 2025

Position Purpose
<p>Western Health's Mental Health and Wellbeing Service (WH MH&WS) is situated in a growth corridor where continuous development, service expansion and innovative new programs are on the rise. Working within our catchment area allows for challenging and rewarding careers, where teamwork, flexibility and achievement are apparent in everything we do. We recognise that it takes a team to run a successful service, and we value and support all our team members</p> <p>Senior Clinicians play a key role in delivering safe, coordinated and recovery-focused care within this specialised team. As an Intensive Support Program Clinician, you will be entrusted with delivering recovery-focused care to a caseload of consumers, employing a holistic and evidence-based approach. The role entails working within the ISP function to not only provide direct care to your allocated consumers but also to offer discipline-specific support to other consumers across the service. ISP is a smaller, cohesive team where a collaborative, integrative approach to care is central to achieving optimal outcomes for all individuals under our care.</p> <p>The Senior Clinician provides advanced assessment, intervention and care coordination for an allocated caseload, and offers senior clinical advice and support to ISP colleagues. The role assists with complex decision-making, risk management and maintaining safe service flow. Senior Clinicians also contribute to team capability by modelling sound clinical practice, supporting junior staff when needed, and ensuring documentation, communication and clinical decisions align with the Mental Health and Wellbeing Act 2022 and organisational requirements.</p>
Business Unit Overview
<p>The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and services consumers across the lifespan.</p> <p>The Division has recently been established following a key recommendation from the Royal Commission into Victoria's Mental Health System.</p>

Our Vision

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Western Health's Mental Health and Wellbeing Service (MH&WS) provides a comprehensive range of specialist mental health services to people residing in the local government areas of Melton, Brimbank, Maribyrnong and parts of Hume (Sunbury/Bulla). We deliver specialist clinical programs across Adult Community Services, EMH/PARC/CL Psychiatry, the St Albans Community Care Unit, the Adult Mental Health Rehabilitation Unit, and the Adult Acute Inpatient Unit.

The MH&W service is situated in a growth corridor characterised by continuous development, service expansion, and innovative new programs.

Our recovery-oriented care is delivered by a skilled multidisciplinary workforce, including lived and living experience workers, with input from consumers and carers. These services include hospital based, community and specialist mental health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.

The Division collaborates across a number of Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care.

The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.

Key Responsibilities

Senior Clinicians in the Intensive Support Program provide advanced clinical care and support safe, coordinated service delivery for consumers with complex needs. Responsibilities include:

Clinical Care

- Provide advanced assessment, formulation and intervention for an allocated caseload of consumers with complex mental health and psychosocial needs.
- Work collaboratively with consumers, families and carers to develop and monitor recovery-oriented care plans.
- Deliver intensive support based on individual need, including outreach, home visits and flexible engagement where appropriate.
- Ensure care is trauma-informed, culturally safe and aligned with recovery principles.

Risk Management

- Identify, assess and document clinical risk, including suicide risk, violence risk, vulnerability and deterioration.
- Escalate acute or emerging risks promptly to the Team Leader, Manager or Consultant Psychiatrist.
- Support ISP colleagues with secondary clinical input during high-risk or complex situations.

Care Coordination

- Coordinate multidisciplinary responses for consumers with complex needs, working closely with psychiatrists, nursing, allied health and lived experience staff.
- Liaise with external agencies including AOD services, NGOs, housing providers, GPs, private clinicians and community supports.
- Advocate for consumers and facilitate access to appropriate services and supports.

Documentation and Systems

- Maintain accurate, timely and comprehensive clinical documentation in line with Western Health standards.
- Record all activity, contacts and interventions in accordance with Activity Based Funding and reporting requirements.
- Use digital systems confidently to inform decision-making and support continuity of care.

Leadership and Team Support

- Provide informal senior clinical guidance, mentoring and day-to-day support to junior clinicians and students within ISP.

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- Assist with clinical handovers, case discussions and supporting service flow during periods of high demand or staff leave.
- Model high standards of clinical practice, communication and professionalism.

Clinical Governance and Quality Contribution

- Participate in audits, reviews, reflective practice and quality activities relevant to ISP.
- Support implementation of clinical processes, practice expectations and changes to meet organisational requirements.
- Engage in supervision and maintain compliance with all mandatory training.

Legislative and Policy Compliance

- Apply the Mental Health and Wellbeing Act 2022 in all assessments, documentation and decision-making.
- Ensure practice aligns with relevant organisational policies, clinical guidelines and professional standards.

Senior Clinicians are expected to meet Western Health's organisational, clinical and service performance standards. Indicators include:

Consumer Contact and Engagement

- Maintain regular, meaningful engagement with allocated consumers in line with ISP expectations and clinical need.
- Demonstrate responsiveness and flexibility in engagement, including outreach and assertive follow-up when required.

Documentation and Timeliness

- Complete assessments, progress notes, risk documentation, correspondence and care plans within required timeframes.
- Ensure clinical records accurately reflect consumer needs, interventions and outcomes.

Risk Identification and Escalation

- Identify and document clinical risk clearly and promptly.
- Escalate high-risk situations in accordance with ISP procedures and organisational policies.
- Demonstrate appropriate decision-making and follow-through in complex or deteriorating presentations.

Clinical Intervention and Care Coordination

- Deliver evidence-based interventions matched to consumer needs and ISP model expectations.
- Coordinate care effectively across internal disciplines and external services.
- Demonstrate timely follow-up and communication with key stakeholders.

Activity and ABF Reporting

- Accurately record activity and contact data in accordance with Activity Based Funding and service reporting requirements.
- Ensure documentation supports ABF compliance and reflects the intensity of clinical work.

Team Contribution and Clinical Support

- Provide informal senior clinical guidance to junior clinicians and students within the ISP team.
- Contribute to team discussions, case reviews and collaborative decision-making.
- Support safe service flow during periods of high demand or staff leave.

Professional Development and Compliance

- Maintain mandatory training requirements and engage actively in supervision and reflective practice.
- Apply the Mental Health and Wellbeing Act 2022 and relevant policies consistently in clinical work.

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Continuity of Consumer Care

- Provide short-term oversight and follow-up for consumers with complex needs when their primary clinician is unavailable.
- Assist with prioritisation and redistribution of clinical tasks in consultation with the Team Leader or Manager.
- Support timely review and follow-up for high-risk or shared consumers during leave periods.

Clinical Guidance and Team Support

- Provide informal senior clinical guidance to colleagues and support junior clinicians and students as required.
- Contribute to case discussions and assist with decision-making for complex presentations.
- Maintain clear communication with the team to support coordinated and safe responses during leave cover.

Risk and Escalation

- Identify and escalate risk concerns promptly to the Team Leader, Manager or Consultant Psychiatrist.
- Contribute to team-based assessments of risk, workload and service pressures.

About You

- You are an experienced and motivated mental health clinician who brings strong clinical judgement, clear communication and a calm, steady presence when working with consumers who have complex needs.
- You value recovery-oriented practice and build collaborative, respectful relationships with consumers, families and carers.
- You work well within a multidisciplinary team and contribute positively to a supportive and accountable team culture. You are confident working autonomously when required, and you know when to seek guidance or escalate concerns. You are organised, adaptable and able to navigate the changing demands of intensive community-based work.
- You maintain high standards of documentation, professionalism and reflective practice, and you apply the Mental Health and Wellbeing Act 2022 consistently in your clinical decision-making. You also contribute to team capability by sharing knowledge and supporting junior clinicians where appropriate.

Your Experience

- You have substantial experience working in public mental health settings and supporting consumers with complex, high-risk and multifaceted needs. You are confident in completing comprehensive assessments, identifying and managing risk, formulating clinical needs and delivering focused interventions within a recovery-oriented framework.
- You understand the Victorian mental health system well, including referral pathways, multidisciplinary roles and the expectations of community-based intensive support. You can work flexibly and assertively to engage consumers, including those who may have difficulties engaging with traditional service models.
- You communicate clearly with consumers, families, carers and service partners, gathering collateral where needed and ensuring coordinated and consistent care. You maintain organised workflows, timely documentation and good awareness of service priorities and pressures.
- Your practice reflects trauma-informed care, cultural safety and collaboration with lived and living experience colleagues. You demonstrate reliability, reflective practice and professional conduct consistent with senior clinician expectations.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

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Key Working Relationships

Internal:

- Community Team Manager
- Community Team Leaders
- Consultant Psychiatrists
- Multidisciplinary Team
- Administration staff
- MH&W clinical programs

External:

- Centralised Triage
- Non-Government agencies, drug and alcohol services and primary health providers.
- General Practitioners
- Private Psychiatrists and Psychologists
- Primary health network and other stakeholders
- AOD
- Housing and homelessness services
- Relationship services
- Consumers
- Family and carers

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Selection Criteria

Formal Qualifications

Occupational Therapists:

- Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
- An approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.).

Psychologists:

- Registration as a Psychologist under the Australian Health Practitioner Regulation National Law Act (2009) with practice endorsement as a Clinical, Forensic or Clinical Neuro Psychologist with the
- Psychology Board of Australia (or eligibility to enter a registrar program as a clinical, forensic or clinical neuro psychologist with the Psychology Board of Australia where relevant).

Registered Psychiatric Nurses:

- Registration as a registered nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
- Bachelor's degree in Psychiatric/Mental Health Nursing or equivalent, or bachelor's degree in nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing.

Social Workers:

- An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.

Essential Criteria

- Minimum 5 years' experience for nurses and 7 years' experience for allied health clinicians working with consumers with complex needs in public mental health settings.
- Advanced skills in mental health assessment, brief formulation, risk identification and clinical decision-making in a fast-paced environment.
- Strong understanding of consumer rights supported decision-making and recovery-oriented practice.
- Demonstrated ability to facilitate informed choice and collaborative engagement with consumers, carers and families.
- Knowledge of AMHS operations and evidence-based approaches to managing high-risk and complex clinical presentations.
- Comprehensive understanding and practical application of the Mental Health and Wellbeing Act 2022, including principles of least restrictive care, supported decision-making, consent, information-sharing and consumer rights.
- Strong understanding of your profession's Code of Ethics and its application in clinical practice.
- High level of professionalism, reliability, autonomy and accountability.
- Experience providing informal clinical leadership, mentoring or senior clinical support within a team.
- Demonstrated ability to work effectively with primary health providers, community agencies and other service partners.
- Excellent interpersonal and communication skills, including the ability to problem-solve, negotiate and collaborate with a wide range of stakeholders.
- Ability to work with consumers from diverse cultural backgrounds, using culturally safe, gender-sensitive and family-inclusive approaches.
- Current Victorian driver's licence and capacity to drive work vehicles.
- Compliance with all legal and professional registration requirements relevant to your discipline.

Desirable

- Ability to speak a community language
- Advanced computer skills

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<p>Additional Requirements</p> <p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a police / criminal history check prior to employment • Obtain a working with children check prior to employment • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health • Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health • Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008 • Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
<p>General Information</p> <ul style="list-style-type: none"> • Redeployment to other services or sites within Western Health may be required • Employment terms and conditions are provided according to relevant award/agreement • Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace • Western Health is committed to Gender Equity • Western Health provides support to all personnel experiencing family and domestic violence • This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs • Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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