

POSITION DESCRIPTION

Position Title:	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:	RPN3 / OT2 / SW2 / P2
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>The Intensive Support Program provides focused, higher-intensity community mental health support for consumers who require more frequent contact, structured interventions, and coordinated care planning. As an ISP Clinician, you will hold the key clinician role for an allocated caseload and provide recovery-oriented, evidence-based interventions tailored to consumer needs.</p> <p>The role requires strong clinical skills, sound judgement, and the ability to work collaboratively within a small multidisciplinary team. Work includes assessment, care planning, intervention, and coordination across internal and external services. You will also contribute discipline-specific input to support consumers allocated within the ISP function.</p> <p>This role balances direct clinical work with timely documentation and adherence to service expectations, including relevant KPIs and legislative requirements under the Mental Health and Wellbeing Act 2022.</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

Clinical Care

- Provide recovery-focused clinical care within scope of practice for consumers allocated to the ISP.
- Complete comprehensive assessments, formulate care plans, and deliver evidence-based interventions.
- Monitor consumer progress and clinical risk, responding promptly to changes in presentation.
- Develop transition and discharge plans in collaboration with the multidisciplinary team.

Care Coordination

- Act as the key clinician for an allocated caseload, coordinating care in partnership with consumers, carers and relevant supports.
Communicate clearly and consistently with internal teams and external providers to support continuity of care.
Advocate for consumer needs and support engagement with community and specialist services.

Legislative and Policy Compliance

- Work in accordance with the Mental Health and Wellbeing Act 2022 and associated policies, procedures and guidelines.
- Ensure all care aligns with organisational, legislative and professional standards.

Team Contribution

- Participate actively in team meetings, clinical discussions and case reviews.
- Contribute discipline-specific perspectives to support consumers within the ISP function.
- Undertake team-based tasks and portfolio activities appropriate to the classification.

Documentation and Systems

- Maintain timely, accurate and comprehensive clinical documentation in line with Western Health standards.
- Use electronic systems to record activity, support clinical decision-making and meet reporting requirements.

Professional Development

- Participate in supervision, reflective practice, learning opportunities and mandatory training.
- Engage in performance development discussions and incorporate feedback into practice.

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KPI Expectations

- Work within relevant service KPIs, including contact expectations, documentation standards and timely entry of clinical activity.

Please note that duties and responsibilities may be adjusted from time to time to meet team and service needs, as directed by the manager.

About You

- You are an experienced mental health clinician who brings strong clinical skills, sound judgement and a recovery-oriented approach to your work.
- You enjoy being part of a supportive team and can manage your caseload with a good level of independence.
- You communicate clearly, build rapport with consumers and families, and work in a way that is respectful, culturally responsive and aligned with the Mental Health and Wellbeing Act 2022.
- You are comfortable working in a service that supports consumers with higher intensity needs and you can adapt your approach as circumstances change.
- You value reflective practice, seek feedback and contribute positively to team culture.

Your Experience

- Minimum 2 years' experience providing clinical mental health services, ideally within community or high-demand environments.
- Strong understanding of recovery frameworks and evidence-based interventions for consumers with complex mental health needs.
- Working knowledge of the Mental Health and Wellbeing Act 2022 and its application in clinical practice.
- Experience engaging with consumers and families from diverse backgrounds and supporting meaningful participation in care.
- Demonstrated ability to work collaboratively within a multidisciplinary team and contribute to coordinated care planning.
- Well-developed documentation and communication skills, including the ability to clearly record assessments, interventions and clinical decisions.

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.

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
<p>Formal Qualifications</p> <p><i>Occupational Therapists:</i></p> <ul style="list-style-type: none"> • 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.). <p><i>Psychologists:</i></p> <ul style="list-style-type: none"> • 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). <p><i>Registered Psychiatric Nurses:</i></p> <ul style="list-style-type: none"> • 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. <p><i>Social Workers:</i></p> <ul style="list-style-type: none"> • An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers. <p>Essential</p> <ul style="list-style-type: none"> • Minimum 2 years' experience providing clinical mental health services in a high-demand environment with consumers who have complex needs. • Sound understanding of consumer Rights and Responsibilities and the ability to support consumers to make informed choices within a recovery framework. • Knowledge of AMHS models and evidence-based interventions for managing high-risk or complex mental health presentations. • Understanding of the practical application of your profession's Code of Ethics. • Demonstrated knowledge of the Mental Health and Wellbeing Act 2022 and policy directions relevant to public mental health services. • High level of reliability, professional conduct, and ability to work autonomously while contributing to team-based care. • Experience working collaboratively with primary health providers and relevant community services to support coordinated care. • Well-developed interpersonal and communication skills, with the ability to problem-solve, negotiate and build effective working relationships with consumers, carers and service providers. • Ability to work with consumers from diverse cultural backgrounds within a recovery-oriented, inclusive, gender-sensitive and family-focused framework. • Current Victorian Driver Licence and capacity to drive fleet vehicles. • Compliance with all legal requirements related to maintaining current professional registration. <p>Desirable</p> <ul style="list-style-type: none"> • Ability to speak a community language • Advanced computer skills
Additional Requirements
<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

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- 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

General Information

- 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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