

POSITION DESCRIPTION

Position Title:	Mental Health Clinician – Intake
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:	15 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 intake clinician delivers recovery-oriented assessment, screening and brief intervention, reviews and monitors referrals, provides face to face assessment for walk ins, and liaises with external providers to ensure people are linked to the most appropriate service in a timely way. Intake is a fast-paced and dynamic function so clinicians require strong organisational skills and the ability to adapt quickly to changing priorities.</p> <p>The role involves both clinical and administrative components and requires clinicians to meet key performance indicators (KPIs) consistent with tertiary mental health services. The duty function sits within the intake team, and intake clinicians are required to cover duty responsibilities during periods of unplanned leave.</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> <p>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</p>

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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

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- Work within your scope of practice and seek support when required.
- Effectively assess and screen referrals, making clinically informed decisions about the appropriate course of action and consulting colleagues or external services when necessary.
- Undertake the duty function as required, including supporting registered consumers when their usual treating team is unavailable.
- Provide face to face assessment and immediate support for walk in presentations to the service. Liaise with external providers to ensure consumers are linked with the most appropriate service in a timely manner.
- Clearly document clinical decisions and interventions across relevant electronic systems.
- Coordinate care by communicating and advocating for consumers and their families/carers with internal programs and external providers.
- Work in accordance with the Mental Health and Wellbeing Act 2022.
- Contribute positively to team culture and participate in team-based discussions and activities.
- Contribute to team-based portfolios and associated tasks as delegated.
- Maintain accurate, timely documentation in line with organisational and legal requirements.
- Participate in mandatory training, supervision, learning activities and annual performance discussions.
- Meet key performance indicators (KPIs) relevant to intake activity, documentation and response timeframes.

About You

- You are a motivated and adaptable mental health clinician who is confident working in a fast-paced intake environment where priorities can shift quickly.
- You communicate clearly, think critically under pressure and bring a calm, recovery-focused approach to engaging consumers at their first point of contact with the service.
- You enjoy being part of a supportive multidisciplinary team while maintaining autonomy in your clinical decision making.
- You value reflective practice, are open to feedback and bring a compassionate, culturally responsive approach to care.

Your Experience

- Minimum 2 years' experience providing mental health clinical services in a high-demand environment, ideally within community mental health or an intake/triage setting.
- Experience working with diverse consumer groups and a range of mental health presentations.
- Knowledge of evidence-based assessment and intervention models for high and low prevalence mental illnesses.
- Understanding of the Recovery Framework and the Mental Health and Wellbeing Act 2022, including its application to everyday practice.
- Demonstrated ability to build rapport, engage consumers and carers, and facilitate appropriate referrals or care pathways.
- Strong documentation and communication skills, with the ability to summarise clinical information clearly and concisely.

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

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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

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.

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Essential Criteria

- Minimum 2 years' experience providing clinical services in a high-demand mental health environment, ideally including intake, triage or community mental health.
- Strong understanding of consumer Rights and Responsibilities and the ability to support informed decision making within a recovery-oriented framework.
- Knowledge of AMHS models and evidence-based approaches to managing high-risk and complex behavioural presentations.
- Understanding of the 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 practice.
- High level of reliability, accountability and professional conduct.
- Experience working collaboratively with primary health providers and relevant community services to coordinate care.
- Well-developed communication, problem solving and interpersonal skills with the ability to work effectively with consumers, carers and service providers.
- Ability to work with consumers from diverse cultural backgrounds within a recovery-oriented, gender sensitive and family-inclusive framework.
- Current Victorian Driver Licence and capacity to drive fleet vehicles.
- Compliance with all legal requirements including maintaining current professional registration.

Desirable

- Ability to speak a community language
- Advanced computer skills

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- 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 (Occupational Health and Safety Regulations 2022 (Vic), 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

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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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