

POSITION DESCRIPTION

Position Title:	Clozapine Coordinator
Business Unit/Department:	Community Team
Division:	Mental Health and Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Grade 4 – Year 1 to Year 3 (NP75 to NP77)
Reports To:	Program Manager
Direct Reports:	N/A
Date Prepared/Updated:	17 December 2025

Position Purpose

The Clozapine Coordinator is a key member of the Community Team within Mental Health and Wellbeing Service (MH&WS), Western Health. This role is responsible for coordinating and overseeing the Clozapine program to ensure safe, effective, and recovery-oriented care for consumers prescribed Clozapine.

Working within a multidisciplinary team of nurses, occupational therapists, social workers, psychologists, and medical staff, the Clozapine Coordinator plays a vital role in supporting both consumers and their carers. The position involves monitoring, treatment coordination, and collaboration with primary care providers, including the shared care Clozapine program with suitably trained GPs.

The role ensures that practice is consistent with Western Health standards, the ClopineCentral®/Clozapine Monitoring System (CMS), and relevant best-practice guidelines. The Clozapine Coordinator is accountable for clinical care that meets professional standards, legislative requirements, and organisational policies, and contributes to the team's overarching commitment to person-centred, recovery-oriented, and collaborative mental health care.

Business Unit Overview

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.

The Division has recently been established following a key recommendation from the Royal Commission into Victoria's Mental Health System.

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.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

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

- Maintain a system that monitors the number of clients on Clozapine including those currently managed by the Community Team and those in a shared care arrangement with their GP's.
- Ensure informed consent occurs for all clients commenced on Clozapine and then occurs on an annual basis as per MHWS guidelines.
- Coordinate regular audits to monitor compliance with necessary investigations and annual consent required for ongoing use of Clozapine.
- Ensure general adherence to the Clozapine protocols/guidelines:
 - Registration and initiation
 - Ongoing monitoring and interventions as required
 - Discharge/separation and/or transfers
 - Reporting of adverse reactions
 - Monitoring pathology results for all Clozapine clients and notifying case managers and prescribers regarding relevant issues.
- Provide ongoing training, support and education to:
 - Consumers, carers and families about the medication and provide written material also.
 - Clinicians, medical staff, including students of medical /nursing disciplines
 - GP's and GP support staff, reception
 - Pharmacists
 - Community providers (NDIS, non-government support group)
 - Orientation to clozapine for all new clinical staff including the psychiatric registrar who are part of a rotation.
- Ensuring adequate supply of clozapine medication (including medication charts, prescription pads) is made available
- Attending regular MHWS Clozapine committee meetings
- Enhance capacity of the Clozapine shared care program through the establishment and maintenance of collaborative and effective partnerships with General Practitioners.
- Work collaboratively with General Practitioner to ensure all clients on Clozapine have regular metabolic monitoring and specialist physical health interventions incorporated into treatment and care planning.
- Work collaboratively with MHWS services, external agencies, service providers and other health professionals to ensure continuity of care for consumers and their family/carers around clozapine treatment and care planning.
- Provide and receive clinical supervision
- Participate in practice-based quality improvement, service orientated research, evaluation and audits as required and relevant to the Clozapine Coordinator position.
- To ensure you meet necessary discipline specific registration, including ongoing continuous professional development requirements alongside with maintenance of the annual MHWS Mandatory training modules.
- Responsibilities specific for shared care clozapine program:
 - Assist key clinicians to identify Clozapine clients suitable for transfer to shared care with the appropriate General Practitioners or Private Psychiatrists

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Assessment of the suitability of the consumer group for shared care.
- Providing the consumer and their carers with additional support, including relapse management.
- Coordinating the 6 monthly reviews, with Consultants Psychiatrist for shared care clients
- Working with GPs to ensure the completion of the GP progress report. This may also include local level training to support GP's in accessing the CMS.
- Ensuring all providers comply with the PBS Section 100 – HSDP.
- May provide supervision to practice nurses.
- Referral to community agencies.

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 Psychiatrist
- Multidisciplinary Team
- MHWS Clinical Programs
- Director of Clinical Services and Deputy Director of Clinical Services
- Discipline Seniors
- Nurse Practitioners
- Health Information Manager
- Administration staff

External:

- Centralized Triage
- Office of Chief Psychiatrist
- Department of Health and Mental Health and Drugs Division
- Emergency services
- Acute Health
- Pharmacies
- Non-government agencies
- Drug and alcohol services and primary health providers

Selection Criteria

Formal Qualification(s) & Required Registration(s):

Registered Psychiatric Nurse (RPN): Bachelor's degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing recognised by the Nurses Board of Victoria.

Essential

- Extensive experience working as a mental health nurse within a multidisciplinary care team in a community setting
- Demonstrated knowledge, skills and experience, in the provision of comprehensive physical health assessment, metabolic monitoring, planning of therapeutic interventions, and evaluation of clinical outcomes.
- Demonstrated provision of high quality, person-centred evidence-based nursing care in the contemporary community mental health context.
- An ability to articulate the clinical risks associated with clozapine therapy and the associated protocols and monitoring requirements
- Experience in working in clinical leadership roles
- Experience working collaboratively with primary health care providers e.g. GP practices
- Experience in managing shared care arrangements and building effective partnerships across services to support continuity of care.
- Enhanced knowledge of mental health medications
- High level of reliability and professional conduct

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Experience in the provision of nursing clinical supervision
- Excellent interpersonal and communication skills (written and verbal) and the ability to problem solve, negotiate and communicate with staff, patients and other service providers.
- Advanced Computer skills
- Understanding of Legislation pertinent to the provision of mental health services and in particular the Mental Health and Wellbeing 2022 and of policies and strategic directions of Public Mental Health Services
- Interest in discharge planning and community liaison
- A current Victorian Driver's Licence, and ongoing ability to use this form of transport

Desirable

- Ability to speak a community language

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
- 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 as amended by the Privacy and Other Legislation Amendment Act 2024 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

Our Vision

Together, Caring for the West
Patients – Employees – Community – 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: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment