

POSITION DESCRIPTION

Position Title:	Team Leader – Case Management
Business Unit/Department:	Community Team
Division:	Mental Health and Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers)
Classification:	RPN4, OT3, SW3, P3
Reports To:	Program Manager
Direct Reports:	N/A
Date Prepared/Updated:	17 December 2025

Position Purpose
<p>The Team Leader – Case Management provides clinical and operational leadership to a community-based case management team delivering recovery-oriented mental health care to consumers with ongoing and complex needs.</p> <p>The role is responsible for overseeing day-to-day service delivery within the case management function, including clinical workflow, caseload oversight, allocation of consumers, and support to clinicians in managing risk, complexity and service demand. The Team Leader works closely with senior clinicians, intake, ACIS and ISP functions to ensure coordinated care pathways and continuity of service.</p> <p>This role combines hands-on leadership with strong operational oversight, supporting clinicians to deliver safe, timely and high-quality care in line with the Mental Health and Wellbeing Act 2022, service expectations and organisational priorities.</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 Community Services, EMH/PARC/CL Psychiatry, the St Albans Community Care Unit, the Adult Mental Health Rehabilitation Unit, and the Adult Acute Inpatient Unit.</p>

Our Vision

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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

Leadership and Team Management

- Provide day-to-day operational leadership and supervision to the Case Management team.
- Support clinicians through regular supervision, reflective practice, coaching and performance feedback.
- Promote a safe, supportive and accountable team culture that values recovery-oriented and trauma-informed practice.
- Participate in recruitment, onboarding and workforce planning in collaboration with the Program Manager.
- Support staff wellbeing and manage workload pressures, including during periods of leave, vacancies or increased demand.

Caseload Management and Allocation

- Maintain oversight of individual and team caseloads to ensure safe, equitable and sustainable workload distribution.
- Allocate consumers to key clinicians based on clinical need, complexity, risk, workforce capacity and skill mix.
- Monitor caseload acuity, risk profiles and service demand, and adjust allocations as required.
- Support clinicians to prioritise work effectively, including during periods of escalation, deterioration or competing demands.
- Coordinate temporary coverage and redistribution of consumers during planned and unplanned leave.

Clinical Oversight and Risk Management

- Provide clinical guidance and oversight for consumers with complex presentations and elevated risk.
- Support clinicians with assessment, formulation, care planning, risk management and escalation processes.
- Ensure timely clinical reviews, multidisciplinary discussions and care coordination for high-risk consumers.
- Escalate clinical concerns to the Program Manager or Consultant Psychiatrist as required.
- Promote least restrictive, recovery-oriented and legally compliant practice.

Service Coordination and Flow

- Work collaboratively with Intake, ACIS, ISP and other service functions to support smooth transitions and continuity of care.
- Support effective intake to case management pathways, including prioritisation and acceptance of referrals.
- Monitor service flow to ensure consumers receive timely follow-up and continuity of engagement.

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- Liaise with internal and external stakeholders to support coordinated care and shared planning.

Governance, Quality and Compliance

- Ensure clinical documentation is timely, accurate and compliant with organisational and legislative requirements.
- Monitor activity, contact expectations and documentation standards in line with service KPIs and ABF requirements.
- Participate in audits, reviews, quality improvement activities and service development initiatives.
- Support implementation of policies, procedures and practice changes within the team.
- Ensure practice aligns with the Mental Health and Wellbeing Act 2022 and relevant clinical frameworks.

Professional Development

- Support the development of clinicians through supervision, mentoring and on-the-job learning.
- Encourage reflective practice and continuous improvement.
- Support students and early career clinicians as required.
- Maintain own professional development, registration and mandatory training.

Key Performance Indicators (KPIs)

- Safe and sustainable caseload allocation across the team.
- Timely allocation and transfer of consumers to key clinicians.
- Effective management of clinical risk and escalation.
- Compliance with documentation, activity and reporting requirements.
- Positive staff engagement, retention and supervision outcomes.
- Maintenance of service flow and continuity of care.

About You

You are an experienced mental health clinician with strong clinical judgement and a practical leadership style. You are confident supporting clinicians working with complexity, risk and long-term consumer needs, and you understand the operational realities of community case management.

You bring a calm, organised and fair approach to workload management and decision-making. You value collaboration, clear communication and recovery-oriented practice, and you know when to step in, when to guide and when to escalate.

Your Experience

- Extensive experience working in community mental health case management.
- Demonstrated experience in a senior or leadership role supporting clinicians and managing complex caseloads.
- Strong understanding of recovery-oriented practice, risk management and care coordination.
- Sound working knowledge of the Mental Health and Wellbeing Act 2022.
- Experience managing caseload distribution, service flow and competing demands.
- Strong communication, organisational and problem-solving skills.

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. Allied Health Professionals are also required to deliver on the [WH AH Capability Framework](#).

Key Working Relationships

Internal:

- Program Manager
- Community Team Leaders
- Consultant Psychiatrists

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- Multidisciplinary Team
- Administration Staff
- Other MH&WS programs

External:

- Centralised Triage & Primary Health Networks
- Family and Children Services
- Victoria Police
- Area Mental Health and Wellbeing Services
- Safer Care Victoria
- First Nations Health Service Providers
- NDIS Registered Organisations
- Community Service Sector
- Primary Care Sector

Selection Criteria

Formal Qualifications

Registered Psychiatric Nurses:

- Registered with the Nursing and Midwifery Board of Australia under AHPRA.
- Bachelor's degree in Psychiatric/Mental Health Nursing or equivalent; or Bachelor's in Nursing plus postgraduate qualification in Mental Health Nursing.
- Minimum 5 years' experience in public mental health with demonstrated expertise in crisis intervention, including at least 2 years in a leadership, coordination, or senior clinical role involving significant clinical responsibility.

Occupational Therapists:

- Registered with the Occupational Therapy Board of Australia under AHPRA.
- Approved degree from a recognised school of Occupational Therapy or qualifications eligible for membership with the Australian Association of Occupational Therapy (Vic.).
- Minimum 5 years' experience as an Occupational Therapist within Mental Health, including at least 2 years in a role demonstrating leadership, coordination, or senior clinical responsibility.

Psychologists:

- Current general registration as a Psychologist with AHPRA.
- Master's degree or higher in Clinical Psychology.
- Area of Practice Endorsement (AoPE) in Clinical Psychology.
- Approved supervisor registration with the Psychology Board of Australia for Higher Degree Students and Registrars.
- Minimum 5 years' experience as a psychologist, including at least 2 years in a leadership, coordination, or senior clinical role with significant clinical oversight.

Social Workers:

- Approved degree in Social Work and eligibility for membership with the Australian Association of Social Workers.
- Minimum 7 years' experience working as a Social Worker within Mental Health, including at least 2 years in a leadership, coordination, or senior clinical role involving clinical responsibility.

Essential Criteria

- Advanced clinical judgment in complex mental health presentations.
- Proven ability to lead and support a diverse team in high-pressure situations.
- Strong knowledge of recovery-oriented practice, trauma-informed care, and clinical governance.
- Demonstrated understanding of the Mental Health and Wellbeing Act 2022.
- Excellent written and verbal communication skills.
- Competence in electronic medical records and service data systems.
- Current Victorian Driver's Licence.

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<p>Desirable Criteria</p> <ul style="list-style-type: none"> • Experience leading a crisis response or community-based acute intervention team. • Experience working with diverse communities or speaking a community language. • Training in leadership, management, or project coordination.
<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 (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during 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

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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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