

POSITION DESCRIPTION

Position Title:	Senior Mental Health Clinician - Acute Community Intervention Service (ACIS)
Business Unit/Department:	Community Mental Health 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:	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 programs are on the rise. Working within our catchment area offers challenging and rewarding careers, where teamwork, flexibility, and achievement are central to 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 Senior Mental Health Clinician provides advanced, recovery-oriented clinical care within the Acute Community Intervention Service (ACIS), supporting individuals experiencing acute mental health distress through timely, intensive and short-term interventions.</p> <p>This role requires a high level of clinical expertise, sound judgement and the ability to respond effectively to crisis presentations, including comprehensive assessment, risk formulation, care planning and coordination of rapid responses. The Senior Clinician maintains responsibility for a complex caseload while supporting continuity of care across acute episodes.</p> <p>As a senior clinician, the role provides senior clinical guidance and support within the team through secondary consultation, shared decision-making and modelling advanced practice. The position supports safe clinical care, promotes accountability and contributes to a positive, recovery-oriented team culture.</p> <p>The role combines direct clinical work with administrative responsibilities and requires strong organisational skills, effective communication and the ability to work autonomously. The Senior Clinician undertakes after-hours shift leadership when required, providing clinical oversight and coordination during critical periods.</p> <p>Collaboration with internal services, emergency services, primary care providers and community agencies is central to ensuring coordinated, safe and effective care for consumers and their families.</p>

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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> <p>The MH&W service is situated in a growth corridor characterised by continuous development, service expansion, and innovative new programs.</p> <p>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.</p> <p>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.</p> <p>The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.</p>
Key Responsibilities
<p>Senior Clinicians in the Acute Community Intervention Service (ACIS) provide advanced clinical care and senior clinical leadership to support safe, coordinated and timely responses to consumers experiencing acute mental health distress.</p> <p>Clinical Care</p> <ul style="list-style-type: none"> • Provide advanced assessment, formulation and intervention for consumers experiencing acute mental health crises within a short-term, intensive model of care. • Deliver timely, recovery-oriented interventions focused on stabilisation, risk reduction and transition planning. • Maintain responsibility for a complex, acute caseload aligned with ACIS objectives and service expectations. <p>Risk Management</p> <ul style="list-style-type: none"> • Identify, assess, document and manage clinical risk including suicide risk, violence risk, vulnerability and deterioration. • Escalate acute or emerging risks promptly to the Team Leader, Manager or Consultant Psychiatrist in line with policy. • Provide secondary clinical input and support to clinicians managing high-risk or complex presentations. <p>Care Coordination</p> <ul style="list-style-type: none"> • Coordinate multidisciplinary responses in collaboration with psychiatrists, registrars, nursing, allied health and lived and living experience staff. • Liaise with emergency services, primary care providers and external agencies to support safe and timely responses.

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- Advocate for consumers and their families/carers to ensure access to appropriate supports and services.

Documentation and Systems

- Maintain accurate, timely and comprehensive clinical documentation in accordance with organisational, legislative and clinical governance requirements.
- Record all activity, contacts and interventions in relevant electronic systems to support service reporting and continuity of care.

Leadership and Team Support

- Provide informal senior clinical guidance, mentoring and day-to-day support to clinicians and students within ACIS.
- Support clinical handover, case discussion and decision-making during periods of high demand or staff absence.
- Act as the senior clinical point of contact during after-hours shifts when required, providing leadership and oversight to support safe service delivery.

Clinical Governance and Quality

- Participate in audits, reviews, reflective practice and quality activities relevant to ACIS.
- Support implementation of agreed clinical processes and practice expectations within the service.
- Maintain compliance with mandatory training and supervision requirements.

Legislative and Policy Compliance

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

Key Performance Indicators (KPIs)

ACIS Clinicians are expected to meet service and organisational performance expectations relevant to their role. Key indicators include:

- Timely participation in acute and urgent assessments in line with ACIS operational requirements.
- Consistent engagement with consumers during episodes of care, including outreach where required.
- Accurate and timely completion of clinical documentation, including assessments, risk records, progress notes and transition planning.
- Appropriate identification and escalation of clinical risk in accordance with ACIS procedures.
- Effective communication and coordination with the multidisciplinary team and relevant internal and external services.
- Compliance with Activity Based Funding (ABF) and service reporting requirements through accurate recording of consumer contact and activity data.
- Participation in supervision, mandatory training and performance review processes.

About You:

- You are an experienced mental health clinician with strong clinical judgement and a commitment to recovery-oriented practice.
- You bring confidence in managing acute and complex presentations and are comfortable making timely decisions in high-pressure situations.
- You work collaboratively within a multidisciplinary environment and provide calm, consistent leadership to support safe and effective clinical care.
- You communicate clearly and professionally with consumers, carers and internal and external stakeholders, both verbally and in writing.
- You are self-directed, organised and able to balance competing clinical and administrative demands while maintaining high standards of care and documentation.

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Your Experience

- Demonstrated experience working within public mental health settings, supporting consumers with acute, complex and high-risk presentations.
- Sound knowledge of evidence-based treatment models and interventions for high and low prevalence mental health conditions.
- Comprehensive understanding of the Mental Health and Wellbeing Act 2022 and the application of legislative and policy requirements in clinical practice.
- Experience providing senior clinical input, secondary consultation and guidance to clinicians managing complex or high-risk cases.
- Demonstrated ability to engage consumers and families, build rapport and coordinate referrals and linkages with community and specialist services.

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

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

- Program Manager
- Community Team Leaders
- Consultant Psychiatrists
- Registrars
- Multidisciplinary Team
- Administration staff
- Mental Health and Wellbeing clinical programs

External

- Centralised Triage
- Emergency services
- Non-government agencies
- Drug and Alcohol services
- Primary health providers

Selection Criteria

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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

- Minimum 5 years' experience for nurses and 7 years' experience for allied health clinicians in the provision of clinical services in high-demand mental health environments with consumers who have complex needs.
- Demonstrated understanding of consumer Rights and Responsibilities and the ability to support informed decision-making within a recovery-oriented framework.
- Strong knowledge of Adult Mental Health Services (AMHS) models and evidence-based approaches to managing high-risk and complex presentations.
- Sound understanding of the application of your profession's Code of Ethics in clinical practice.
- Demonstrated knowledge of legislation relevant to public mental health services, particularly the Mental Health and Wellbeing Act 2022 and associated policies and frameworks.
- High level of reliability, accountability and professional conduct.
- Demonstrated experience providing senior clinical input, leadership or secondary consultation within a clinical team.
- Experience working collaboratively with primary health care providers, emergency services and relevant community agencies.
- Well-developed interpersonal, communication and problem-solving skills, with the ability to negotiate and communicate effectively with consumers, carers and service providers.
- Ability to work with consumers from diverse cultural backgrounds within a recovery-based, inclusive service delivery framework that incorporates gender sensitivity and family-focused practice.
- Current Victorian Driver Licence and capacity to drive work vehicles.
- Compliance with all legal requirements pertaining to the position, 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

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- 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

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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