

POSITION DESCRIPTION

Position Title:	Senior Mental Health Clinician – Case Management
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:	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 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>Senior Clinicians play a critical role in delivering high-quality, recovery-oriented community mental health care, ensuring safe, timely and coordinated support for consumers and their families.</p> <p>The Senior Clinician provides advanced clinical assessment, care planning and treatment, and acts as the key clinician for an allocated caseload. The role includes supporting complex presentations, contributing to clinical governance activities and ensuring accurate, timely documentation.</p> <p>Senior Clinicians also provide leadership within the team by modelling advanced practice, offering day-to-day senior clinical advice, supporting risk management processes and contributing to a positive, accountable team culture. The position supports capability building through mentoring, supervision (as appropriate), clinical teaching and participation in onboarding of new staff.</p> <p>This role combines direct consumer work, multidisciplinary collaboration, clinical decision-making and administrative responsibilities. Strong communication skills, sound clinical judgement, and the ability to organise and prioritise work are essential.</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

Senior Clinicians are expected to demonstrate advanced clinical practice and contribute to safe, effective and recovery-oriented service delivery. Responsibilities include:

Clinical Care

- Conduct comprehensive mental health assessments, including risk assessments, formulation and treatment planning.
- Screen, prioritise and respond to referrals using sound clinical judgement and in consultation with colleagues where required.
- Provide trauma-informed, recovery-oriented and culturally safe care to consumers and their families/carers.
- Deliver evidence-based interventions matched to consumer needs and care plans.
- Maintain an allocated caseload and ensure regular consumer contact, reviews and follow up.
- Complete transition and discharge planning in collaboration with the treating team, consultant psychiatrist, registrar and consumer supports.
- Undertake home visits, community outreach and telehealth appointments as clinically indicated.

Risk Management

- Identify, assess and monitor clinical risk and implement appropriate safety planning.
- Escalate risks promptly to the Team Leader, Manager or Consultant Psychiatrist in accordance with Western Health policies.
- Participate in team-based risk discussions and contribute senior clinical advice when required.

Coordination and Collaboration

- Coordinate care by communicating effectively with internal programs, external agencies and families/carers.
- Provide secondary consultation and advice to internal and external stakeholders.
- Actively contribute to multidisciplinary team meetings, clinical reviews and case discussions.
- Participate in the Area Warden roster to support service-wide clinical oversight.

Leadership and Capability Building

- Model advanced clinical practice and positive team culture.

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- Provide informal mentoring, clinical guidance and day-to-day support to junior clinicians and students.
- Participate in onboarding and orientation of new staff.
- Share specialist knowledge and support the development of team capability.

Clinical Governance and Service Development

- Contribute to audits, incident reviews, quality improvement activities and service development initiatives.
- Support the implementation of new policies, procedures and models of care.
- Represent the team in internal and external meetings as requested.

Documentation and Digital Systems

- Maintain accurate, timely and complete documentation using relevant systems.
- Enter activity and contacts in accordance with Western Health and ABF reporting requirements.
- Use digital platforms, statewide systems and reporting tools competently and in line with organisational expectations.

Portfolio Responsibilities

- Hold responsibility for a designated portfolio within the service and complete tasks and deliverables within planned timeframes.
- Communicate barriers early and collaborate with the Team Leader or Manager to manage workload expectations.

Senior Clinicians are expected to meet Western Health's organisational, clinical and service performance standards. Indicators include:

Consumer Contact and Activity

- Meet minimum daily and weekly consumer contact expectations consistent with Activity Based Funding requirements.
- Ensure all activity is recorded accurately and within required timeframes.

Documentation Timeliness

- Complete progress notes, assessments, care plans, risk documentation, letters and discharge summaries in line with Western Health standards.
- Maintain accurate consumer records that support continuity of care and safe clinical decision-making.

Caseload Management

- Maintain an allocated caseload appropriate to the role, with regular engagement, review and follow-up.
- Escalate workload pressures or risk-related concerns promptly to the Team Leader or Manager.

Clinical Governance Participation

- Attend and contribute to weekly clinical reviews, portfolio meetings and multidisciplinary team discussions.
- Participate in audits, incident reviews and quality improvement initiatives where required.

Portfolio Delivery

- Complete agreed portfolio tasks and provide updates within expected timeframes.

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- Identify barriers early and collaborate on solutions to maintain progress.

Mandatory Training and Compliance

- Maintain mandatory training requirements and demonstrate ongoing commitment to professional development.
- Apply relevant legislation, policies and guidelines consistently in daily practice.

Consumer and Carer Experience

- Demonstrate timely follow up, effective communication and a recovery-oriented approach in all interactions.
- Ensure care planning and decision-making incorporate consumer and carer perspectives wherever appropriate.

Team Contribution

- Provide informal senior clinical support to colleagues and assist in onboarding new staff.
- Contribute to a positive, collaborative and accountable team environment.

Leave Cover and Team Support Responsibilities

Senior Clinicians support safe and consistent service delivery when clinicians are on leave. This includes:

- Providing short-term oversight of urgent consumer matters that require interim support
- Assisting with redistribution of workload in consultation with the Team Leader or Manager
- Contributing senior clinical advice to ensure continuity of care for high-risk or complex consumers
- Supporting timely review and follow up of shared consumers during periods of reduced staffing
- Escalating risks, service pressures or capacity issues to the Team Leader or Manager promptly
- Maintaining clear communication with the team to ensure a coordinated response during leave periods

About You:

- You are an experienced and motivated mental health clinician who is committed to delivering high-quality, recovery-oriented care.
- You bring sound clinical judgement, strong engagement skills and an ability to work effectively with consumers, families and carers.
- You value teamwork and contribute positively to a collaborative, supportive environment. You are confident working autonomously when required, while also knowing when to seek guidance or escalate concerns. You communicate clearly in both verbal and written form and can navigate complex situations with professionalism and empathy.
- You are committed to ongoing learning, reflective practice and maintaining a high standard of clinical care. You demonstrate respect for diversity, cultural safety and the lived and living experience workforce, and you contribute to building a service culture that is inclusive and responsive.

Your Experience:

- Experience in working within a team environment and with a range of consumers from varied cultural backgrounds and psychiatric presentations.
- Knowledge of relevant treatment models and interventions for high and low prevalence psychiatric illnesses.
- Comprehensive understanding of legislative and policy directions within the Victorian public mental health services including, but not limited to, the Recovery Framework and the Mental Health Act (2022).
- Skilled in engaging consumers and family members, developing rapport and following up with community linkages / referrals to specialist services.

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.

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Key Working Relationships
<p>Internal:</p> <ul style="list-style-type: none"> • Community Team Manager • Community Team Leaders • Consultant Psychiatrists • Multidisciplinary Team • Administration staff • MH&W clinical programs <p>External:</p> <ul style="list-style-type: none"> • Centralised Triage • Non-Government agencies, drug and alcohol services and 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 Criteria

- Minimum 5 years' experience for nurses and 7 years' experience for allied health clinicians working with consumers with complex needs in public mental health settings.
- Advanced skills in mental health assessment, brief formulation, risk identification and clinical decision-making in a fast-paced environment.
- Strong understanding of consumer rights, supported decision-making and recovery-oriented practice.
- Demonstrated ability to facilitate informed choice and collaborative engagement with consumers, carers and families.
- Knowledge of AMHS operations and evidence-based approaches to managing high-risk and complex clinical presentations.
- Comprehensive understanding and practical application of the Mental Health and Wellbeing Act 2022, including principles of least restrictive care, supported decision-making, consent, information-sharing and consumer rights.
- Strong understanding of your profession's Code of Ethics and its application in clinical practice.
- High level of professionalism, reliability, autonomy and accountability.
- Experience providing informal clinical leadership, mentoring or senior clinical support within a team.
- Demonstrated ability to work effectively with primary health providers, community agencies and other service partners.
- Excellent interpersonal and communication skills, including the ability to problem-solve, negotiate and collaborate with a wide range of stakeholders.
- Ability to work with consumers from diverse cultural backgrounds, using culturally safe, gender-sensitive and family-inclusive approaches.
- Current Victorian driver's licence and capacity to drive work vehicles.
- Compliance with all legal and professional registration requirements relevant to your discipline.

Desirable

- Ability to speak a community language
- Advanced computer skills

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<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 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
<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

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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