

POSITION DESCRIPTION

Position Title:	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:	RPN3 / OT2 / SW2 / P2
Reports To:	Manager – MH&WS Community Team
Direct Reports:	N/A
Date Prepared/Updated:	17 December 2025

Position Purpose

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.

The Clinician provides recovery-oriented community mental health services within the Acute Community Intervention Service (ACIS). ACIS delivers short-term, intensive responses to consumers experiencing acute mental health distress, with a focus on assessment, crisis intervention, risk management and stabilisation. The Clinician works as part of a multidisciplinary ACIS team, contributing to the assessment and management of consumers through shared caseloads and coordinated responses. The role involves responding to acute presentations in the clinic and through outreach, supporting timely decision-making and safe transitions of care.

This position combines direct clinical work with administrative responsibilities and requires strong organisational skills, sound clinical judgement and the ability to adapt to rapidly changing priorities. Clinicians work within their scope of practice, seek guidance from senior clinicians or shift leaders as required, and contribute to safe, coordinated service delivery.

The Clinician works collaboratively with consumers, families, carers and internal and external service providers in accordance with the Mental Health and Wellbeing Act 2022 and organisational policies.

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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.

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

Clinicians in ACIS contribute to safe, coordinated and timely responses for consumers experiencing acute mental health distress within a short-term, intensive model of care.

Clinical Care

- Provide recovery-oriented assessment and intervention for consumers experiencing acute mental health distress, within scope of practice.
- Participate in urgent and crisis responses in the clinic and via outreach, under guidance of senior clinicians/shift leaders as required.
- Contribute to short-term, goal-focused interventions that support stabilisation and timely transition of care.

Risk Management

- Identify, assess and document clinical risk including suicide risk, violence risk, vulnerability and deterioration.
- Escalate risk concerns promptly to the shift leader, senior clinician, Team Leader, Manager or Consultant Psychiatrist in line with ACIS procedures.
- Participate in shared decision-making and follow agreed safety plans and escalation pathways.

Care Coordination

- Coordinate care by communicating and advocating for consumers and their families/carers with internal programs and external service providers.
- Support transition planning in collaboration with consultant psychiatrists, registrars, the multidisciplinary team and the consumer's support network.
- Liaise with emergency services, primary care and community providers where required to support coordinated responses.

Documentation and Systems

- Maintain accurate, timely and comprehensive clinical documentation in relevant electronic systems for all consumer contacts.

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- Record assessments, risk information, care plans and outcomes in line with service requirements and organisational standards.

Professional Development and Team Contribution

- Participate in supervision, mandatory training and professional development activities.
- Contribute to effective team functioning, including handover, shared workload management and participation in agreed team activities.

Legislative and Policy Compliance

- Work in accordance with the Mental Health and Wellbeing Act 2022 and relevant organisational policies, procedures and clinical governance requirements.
- Comply with workplace health and safety obligations and Western Health's smoke-free environment.

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 a capable and motivated mental health clinician who is confident working in fast-paced, acute community settings. You bring sound clinical judgement, clear communication and a calm approach when responding to people experiencing acute mental health distress.

You work well within a multidisciplinary team and are comfortable taking direction from senior clinicians, shift leaders and medical staff. You can work autonomously within your scope of practice, while knowing when to seek guidance or escalate concerns appropriately.

You are organised, adaptable and able to manage competing demands, including urgent assessments, outreach work and timely documentation. You practise in a recovery-oriented, trauma-informed and culturally safe way, and apply the Mental Health and Wellbeing Act 2022 consistently in your day-to-day clinical work.

Your Experience

You have experience working in public mental health settings and supporting consumers experiencing acute distress and complex psychosocial needs. You are confident undertaking assessments, contributing to risk formulation and delivering short-term, focused interventions within a recovery-oriented framework.

You understand how ACIS operates within the broader community mental health system and can work effectively alongside senior clinicians, medical staff and multidisciplinary colleagues. You are able to engage consumers who may be distressed, ambivalent or difficult to engage, using clear communication and flexible approaches.

You work collaboratively with families, carers and external services, and you understand the importance of timely documentation, escalation of risk and adherence to service procedures. Your practice reflects trauma-informed care, cultural safety and professionalism consistent with expectations of an advanced but non-senior clinician.

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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 Psychiatrists
- Multidisciplinary Team and Administration staff
- Western Health MH&WS clinical programs
- Divisional Director
- Director & Deputy Director of Clinical Services

External:

- Centralised Triage
- Mental Health Training Development Unit
- Quality Planning and Innovation Unit
- Non-Government agencies, drug and alcohol services and primary health providers.

Selection Criteria

Formal Qualifications

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 Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing.

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.).

Social Workers:

An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.

Essential

- Minimum 2 years' experience providing clinical services in public or community mental health settings, including work with consumers experiencing acute distress and complex needs.
- Demonstrated ability to complete timely assessments, contribute to risk identification and formulation, and deliver short-term, recovery-oriented interventions under the guidance of senior clinicians and medical staff.
- Sound understanding and practical application of the Mental Health and Wellbeing Act 2022, including supported decision-making, least restrictive practice, consent and information sharing.
- Ability to work effectively within a multidisciplinary team, following agreed clinical pathways, escalation processes and service procedures.
- Capacity to engage respectfully with consumers, carers and families during periods of heightened distress, using trauma-informed, culturally safe and recovery-oriented practice.
- Demonstrated reliability, professional conduct and accountability in managing workload, attending shifts and meeting service expectations.
- Ability to maintain accurate, timely and comprehensive clinical documentation in line with organisational, legal and Activity Based Funding requirements.
- Willingness and ability to meet key service performance expectations, including consumer contact, documentation timeliness, participation in rostered duties and compliance with ACIS operational processes.

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- Strong verbal and written communication skills, with the ability to document clinical decisions clearly and communicate effectively with colleagues and external services.
- Ability to work with consumers from diverse cultural backgrounds using inclusive, gender-sensitive and family-inclusive practice.
- Current Victorian Driver's Licence and capacity to drive work vehicles.
- Compliance with all professional registration, legal and organisational requirements relevant to the role.

Desirable

- Experience in acute or crisis-focused community mental health settings
- Experience working with consumers with co-occurring AOD or psychosocial needs
- Familiarity with Victorian public mental health systems and referral pathways

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 (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

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

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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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