

POSITION DESCRIPTION

Position Title:	Program Manager
Business Unit/Department:	Community Team Maribyrnong
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024 Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	RPN Grade 4, Unit Manager (NP78), Social Worker Grade 4 - Year 1 to Year 4 (HR25 to HR28), Occupational Therapists Grade 4 – Year 1 to Year 4 (HR9 to HR12), Psychologists Grade 4 Year 1 (PM1)
Reports To:	Operations Manager – Community Services, Mental Health and Wellbeing Services
Direct Reports:	Community Team Maribyrnong
Date Prepared/Updated:	2 February 2026

Position Purpose

The Program Manager is responsible for leadership and management of mental health and wellbeing services (MHWS) provided by the Maribyrnong Community Team. This role provides senior clinical and operational leadership within a complex, high-demand public mental health environment, with accountability for service performance, workforce capability, and risk management.

Functions include responsibility for managing and leading the team in relation to:

- Oversight and administration of the team budget.
- Allocation of work and efficient use of resources available.
- Provision of quality consumer-focused care.
- Timely and effective management of critical incidents and emergency situations.
- Possible participation in the Western Health MHWS manager's on-call roster.
- Workforce planning, performance review and management across the team.
- Promoting and supporting the professional development of staff.
- Initiating, leading and supporting appropriate continuous improvement activities.
- Active promotion and processes in place to meet all relevant KPI's
- Collection of appropriate data to guide future service provision and evidence service demand.
- Developing and maintaining positive working relationships with key stakeholders.
- Other projects and tasks as required.

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In partnership with Lead Consultant(s), the Program Manager is responsible for clinical standards related to the Team.

The Program Manager contributes as a member of the MHWS operations team and participates in service review, planning, developing, implementation and monitoring of activities.

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 in Victoria's Mental Health System. The Western Health service area includes local government municipalities and growth areas of Brimbank, part of Sunbury, Maribyrnong and Melton.

Our recovery orientation approach to care is provided by a multidisciplinary workforce comprising skilled clinicians, 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.

The Maribyrnong Community Team will be providing short to medium-term assessment and treatment for adults who have a severe mental illness, residing in or primarily accessing services within the Maribyrnong local government area.

The multidisciplinary and recovery orientated team provides the following specialist mental health response and services:

- Crisis response within the community setting via Acute Community Intervention Service (ACIS)
- Intensive Support Program (ISP)
- Medication Support Program (MSP)
- GP Liaison Service
- Community Case Management
- Intake Assessment and Screening
- Hospital Outreach Post Suicide Engagement (HOPE) (planned / subject to service development and commissioning)

Key Responsibilities

- Build effective relationships with stakeholders across Western Health, other AMHS, emergency services, and Mental Health & Wellbeing Local services
- Provide operational leadership as well as the management of the team's operational budget
- Lead and manage underperformance, complex workforce matters, and service risks in accordance with organisational policy and industrial frameworks.
- Demonstration, upholding and role modelling Western Health values
- Successful completion of required mandatory training activities, including training related to the National Standards.
- Achievement of Western Health and portfolio specific KPI targets as they apply to your area.
- Acceptance of accountability for all reasonable care to provide a safe working environment within your area of responsibility and ensure compliance with legislative requirements concerning
- Occupational Health and Safety, anti-discrimination, and equal opportunity.
- Compliance with Health Service and Divisional specific Regulations, Western Health Policy & Procedures, Code of Conduct and the by-laws and Policies and the ethical standards of the profession.
- Acceptance of responsibility for Continuing Professional Development (CPD) of self that is aligned with the practice domains endorsed by Western Health and actively keep a CPD portfolio as required by the standards of your profession.

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

Key Working Relationships

Internal:

- MHWS executive and senior leadership team including Clinical Services Director, Divisional Director, Operations Managers and Director of Nursing.
- Other Western Health Program and Unit Managers
- Lead Consultants
- Health Information Managers
- People and Culture
- Western Health Best Care team
- Allied Health Chiefs
- Area Senior Nurse

External:

- Relevant Mental Health and Wellbeing Local services
- Victorian Department of Health
- Victorian Department of Families, Fairness and Housing
- Mental Health and Wellbeing Commission
- Key Statewide Professional Development Support Programs
- Other Mental Health and Wellbeing Services
- Emergency Services
- Local government agencies
- Other services as required by the role and informed by the future development of local services and initiatives.

Selection Criteria

Essential Clinical Qualification:

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

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.

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 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.

Other Essential:

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- Demonstrated senior clinical and operational leadership experience within public mental health and wellbeing services, including responsibility for complex teams, service performance, and risk management.
- Demonstrated capacity to exercise sound professional judgement and professional authority in high-risk, high-demand clinical and operational environments.
- Extensive experience, competence and knowledge of effective treatments for people with mental illness and psychosocial disability, inclusive of the impact of mental illness on dependent children and family/carers.
- Ability to support implementation of evidence-based, recovery-focused and person-centered practice as the foundation of clinical care.
- Highly developed interpersonal and communication skills (written and verbal) and demonstrated ability to initiate, problem solve, negotiate and communicate with staff, consumers, carers and other service providers.
- Demonstrated ability to work under limited supervision but receiving appropriate support from the Operations Manager – Community Services and Director of Clinical Services as required.
- Ability to determine workload priorities, coordinate tasks and work to timelines.
- Proficiency with Microsoft Office suite.
- Demonstrated ability to manage a budget

Desirable:

- Relevant postgraduate management qualification, preferably at a Masters level or working towards.
- Formal leadership development training or executive management programs within the health sector.

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

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- 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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