

POSITION DESCRIPTION

Position Title:	Intake & HOPE (Hospital Outreach Post-Suicidal Engagement) Team Leader
Business Unit/Department:	Western Health's Mental Health and Wellbeing Service
Division:	Melton Community Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028, Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement
Classification:	RPN4, OT3, SW3, P3
Reports To:	Program Manager – MH&WS Outer Community Team
Direct Reports:	Senior Mental Health Clinicians, Intake Team Members, HOPE Team Members
Date Prepared/Updated:	26 March 2026

Position Purpose
<p>The Intake & HOPE Team Leader plays a vital role in leading and coordinating the Intake and HOPE Teams to deliver recovery-oriented community mental health services effectively. The Intake Team serves as the first point of contact for individuals and services seeking advice or referrals, ensuring timely and appropriate support. The HOPE (Hospital Outreach Post-suicidal Engagement) Team provides intensive, short-term support to individuals at risk of suicide.</p> <p>This leadership position provides operational oversight, clinical guidance, and strategic direction to both teams, ensuring that assessments, referrals, and post-crisis interventions are managed efficiently and aligned with best practices. The Team Leader will also support staff in managing complex consumer needs, facilitating professional development, and ensuring the teams operate within Western Health's values and guidelines.</p> <p>The role requires strong leadership, clinical expertise, and the ability to manage team performance in a fast-paced, evolving service environment. The Intake & HOPE Team Leader will collaborate closely with internal and external stakeholders to enhance service coordination, improve access pathways, and develop both the Intake and HOPE functions. Additionally, the Team Leader may provide coverage for the Program Manager during periods of leave. This position operates within the standard team hours, Monday through Friday.</p>
Business Unit Overview
<p>Western Health's Mental Health and Wellbeing Service (MH&WS) provides specialist mental health services to residents of Melton, Brimbank, Sunbury/Bulla, and Maribyrnong. Services include Adult Community</p>

Our Vision

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Programs, Emergency Mental Health, Consultation Liaison Psychiatry, Prevention & Recovery Care (PARC), Community Care Units, Rehabilitation, and Acute Inpatient Services.

The Outer Community Team is responsible for community-based mental health care in the City of Melton and parts of Brimbank. The Intake Team is a key component, acting as the primary entry point for new consumers and facilitating timely access to appropriate care. In addition to triaging referrals, the team also contributes to service continuity by assisting with duty functions as required. The HOPE Team delivers critical outreach services to individuals at high risk of suicide, offering intensive, short-term support and intervention.

Key Responsibilities

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Leadership & Team Management

- Provide strong leadership and support to the Intake and HOPE Teams, fostering a positive team culture and promoting professional growth.
- Supervise, mentor, and provide clinical guidance to team members, ensuring high standards of care.
- Manage and allocate workloads to ensure the equitable distribution of responsibilities and efficient service delivery.
- Facilitate team meetings, case reviews, and debriefing sessions as required.
- Support staff in navigating complex consumer cases and clinical decision-making, ensuring appropriate escalation pathways are in place.
- Ensure continuity of service delivery by providing interim oversight for consumers when team members are on unplanned leave, maintaining high standards of care and minimising service disruptions.
- Undertake emergency leadership responsibilities, such as acting as Leading Area Warden ensuring staff preparedness and effective response to emergency situations.
- Advocate for system-level improvements by engaging with external partners and service networks to enhance consumer pathways and inter-agency collaboration.

Service Coordination & Consumer Access

- Ensure the timely triage, assessment, and referral of consumers to appropriate services.
- Develop and implement strategies to streamline intake and HOPE processes and improve access to mental health services.
- Establish and maintain strong relationships with external agencies, primary care providers, and community organisations to enhance referral pathways.

Clinical Governance & Risk Management

- Oversee risk assessments, crisis management, and clinical decision-making within the Intake and HOPE Teams.
- Ensure compliance with the Mental Health and Wellbeing Act 2022, Western Health policies, and relevant professional standards.
- Monitor and review intake and HOPE data to identify trends and inform service improvements.
- Develop and oversee escalation pathways for complex consumer cases, ensuring staff are supported in risk management and clinical decision-making.

Service Development & Continuous Improvement

- Lead service improvement initiatives, identifying opportunities for innovation in intake and HOPE processes.
- Participate in policy development, strategic planning, and quality improvement activities.
- Implement training programs to support professional development within the team.

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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:

- Program Manager – Outer Community Team
- Community Team Leaders
- Consultant Psychiatrists
- Multidisciplinary Team
- Administration Staff
- Other MH&W clinical programs

External:

- Centralised Triage & Primary Health Networks
- Non-Government Agencies & Alcohol/Drug Services
- Local Community Organisations & Support Services

Selection Criteria

Formal Qualifications

- **Registered Psychiatric Nurses:**
 - Registration with the Nursing and Midwifery Board of Australia.
 - Bachelor's degree in Psychiatric/Mental Health Nursing or equivalent, or a Bachelor's degree in Nursing plus a Postgraduate qualification in Mental Health Nursing.
- **Occupational Therapists:**
 - Registration with the Occupational Therapy Board of Australia.
 - An approved degree in Occupational Therapy or equivalent.
- **Social Workers:**
 - An approved degree in Social Work and eligibility for membership of the AASW.
- **Psychologist:**
 - Registration with the Psychology Board of Australia
 - An approved degree in Psychology and eligibility for general registration as a Psychologist.

Essential

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- Minimum 5 years of experience for nursing and 7 years' experience for allied health in public mental health services, with at least 2 years in a leadership or senior clinician role.
- Demonstrated leadership skills, including experience supervising, mentoring, and supporting a multidisciplinary team.
- Strong knowledge of recovery-oriented practice, risk assessment, crisis intervention, and clinical governance principles.
- Excellent understanding of mental health legislation, consumer rights, and ethical practice.
- Exceptional interpersonal, communication, and problem-solving skills.
- Demonstrated experience in service development, quality improvement, and change management.
- Proficiency in electronic medical records and clinical documentation.
- Current Victorian Driver's License and capacity to drive work vehicles.

Desirable

- Experience leading a team within a public mental health service.
- Experience working with diverse cultural communities.
- Ability to speak a community language.

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

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- 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:

Click here
to enter a
date.

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