

POSITION DESCRIPTION

Position Title:	Program Manager
Business Unit/Department:	Melton Community Team
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement; Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	<i>Mental Health Professional:</i> Nurse Unit Manager: Level 2 (AG11) Occupational Therapist: Grade 5 – Year 1 to Year 4 (AJ11 to AJ14) Social Worker: Grade 5 – Year 1 to Year 5 (AJ57 to AJ60); <i>Psychologist:</i> Psychologist: Grade 4 – Year 1 to Year 5 (PM1 to PM5)
Reports To:	Operations Manager – Community Services, Mental Health & Wellbeing Services
Direct Reports:	Melton Community Team
Date Prepared/Updated:	1 May 2026

Position Purpose

The Program Manager is responsible for leadership and management of mental health and wellbeing services (MHWS) provided by the Melton Community Team.

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.

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.

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Division 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.

Business Unit Overview

The Melton Community Team provides short to medium-term assessment and treatment for adults who have a severe mental illness, residing in or are spending time in the City of Melton, and the Northern parts of Brimbank 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)
- Clozapine Shared Care
- Treatment and therapies
- GP Liaison Service
- Community Case Management
- Hospital Outreach Post Suicide Engagement (HOPE)
- Intake Assessment and Screening

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
- Demonstration, upholding and role modelling the 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.
- Provide oversight and management of designated Western Health EFT resources aligned to Melton Mental Health and Wellbeing Local services, including coordination of workforce allocation,

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performance expectations and service delivery in partnership with Local providers.

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:

- MHWS executive and 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:

- Brimbank Mental Health and Wellbeing Local
- Melton Mental Health and Wellbeing Local
- 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.

Leadership Capabilities

Leadership Capability	Definition
Manages complexity	Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
Decision quality	Making good and timely decisions that keep the organisation moving forward
Plans and aligns	Planning and prioritizing work to meet commitments aligned with organisational goals
Optimises work processes	Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
Ensures accountability	Holding self and others accountable to meet commitments
Values differences	Recognizing the value that different perspectives and cultures bring to an organisation
Communicates effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
Persuades	Using compelling arguments to gain the support and commitment of others
Manages ambiguity	Operates effectively, even when things are not certain or the way forward is not clear

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Selection Criteria

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.

Essential:

- Demonstrated ability to provide effective leadership capacity in a multidisciplinary environment.
- 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.

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

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- 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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- 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 and 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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