

POSITION DESCRIPTION

Position Title:	Team Leader - Western Health Mental Health at Home
Business Unit/Department:	Western Health Mental Health at Home (WHMH at Home)
Division:	Mental Health & Wellbeing Services (MHWS)
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	RPN Grade 4 – Year 1 to Year 3
Reports To:	Program Manager – WHMH at Home
Direct Reports:	Nursing staff, Allied Health and Ward Clerks in the absence of the Program Manager
Date Prepared/Updated:	7 May 2026

Position Purpose

Western Health Mental Health at Home (WHMH at Home) is a 24-hour, 7-day per week service offering the equivalent of 10 beds for adults over 18 years who are experiencing an acute mental health crisis and would otherwise require an inpatient admission. The service is underpinned by the Hospital in the Home (HITH) model of care, ensuring acute mental health treatment is delivered safely and effectively within the consumer's home environment. WHMH at Home provides acute mental healthcare and support to individuals and families in their own homes, including risk assessments, mental state examinations, medication management, psychoeducation, and recovery-focused interventions.

The Team Leader – WHMH at Home is a senior operational and clinical role responsible for supporting the Program Manager in the day-to-day coordination and functioning of the service. The role provides operational leadership across referral management, workforce coordination, patient flow, quality improvement and clinical service delivery to support safe, efficient and consumer-centred care.

A core function of the role is the acceptance, screening and triage of referrals into the service, including coordination of admissions, transitions and discharge planning in collaboration with the multidisciplinary team and key stakeholders.

The Team Leader is responsible for coordinating staffing and operational requirements including roster development and publication, management of planned and unplanned leave, workload allocation, escalation of staffing risks and support of outreach functions during periods of workforce shortage or increased service demand.

Working collaboratively with the multidisciplinary team, the Team Leader contributes to achievement of Key Performance Indicators (KPIs), quality improvement initiatives, operational priorities and Best Care outcomes, while providing visible leadership and supporting a positive team culture.

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Business Unit Overview

The Division of Mental Health and Wellbeing Services spans multiple Western Health sites and community settings, delivering services across the lifespan. Established in response to a key recommendation from the Royal Commission into Victoria's Mental Health System, the Division serves the municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.

Care is provided through a recovery-oriented approach by a multidisciplinary workforce comprising skilled clinicians, consumers and carers. Services include hospital-based, community and specialist programs for adults, older adults, children and adolescents who are experiencing, or are at risk of developing, a serious mental illness. The Division works collaboratively across other Western Health Divisions and in partnership with external health and community providers to ensure the delivery of Best Care. With a strong commitment to innovation, the Division continues to expand and strengthen service options to meet the evolving mental health and wellbeing needs of the Western Melbourne community.

Key Responsibilities

Leadership and Operational Management

- Provide day-to-day operational leadership and coordination of the WHMH at Home service in collaboration with the Program Manager
- Support the Program Manager in ensuring the delivery of safe, efficient, recovery-oriented and consumer-centred care consistent with Western Health values and Best Care principles.
- Coordinate daily service operations including staffing, workload allocation, patient flow, admissions, transitions and discharge planning.
- Develop, manage and publish staff rosters ensuring safe staffing profiles, appropriate skill mix and operational coverage across the service.
- Monitor and coordinate planned and unplanned leave including annual leave, personal leave and roster replacement requirements.
- Respond proactively to workforce pressures, staffing shortfalls and operational risks, escalating issues appropriately and implementing mitigation strategies where required.
- Provide operational and clinical support to outreach functions during periods of increased demand, workforce shortage or clinical escalation.
- Support service continuity and responsiveness through effective resource allocation and operational prioritisation.
- Act as a delegate for the NUM during periods of leave or absence as required.
- Facilitate and contribute to meetings, operational huddles, service reviews and quality forums.
- Maintain effective communication and collaborative working relationships with consumers, carers, multidisciplinary staff and external stakeholders.
- Promote a positive workplace culture that supports teamwork, psychological safety, accountability, reflective practice and staff wellbeing.
- Support orientation, supervision, mentoring and professional development of staff, including early career clinicians and students.
- Demonstrate and promote compliance with organisational policies, professional standards, legislative requirements and the Mental Health and Wellbeing Act 2022.

Referral Management and Clinical Coordination

- Receive, screen, assess, triage and coordinate referrals to the WHMH at Home service, ensuring timely and clinically appropriate responses.
- Liaise with internal and external stakeholders regarding referrals, admissions, transfers, discharges and service eligibility requirements.
- Coordinate admissions and transitions of care in collaboration with the multidisciplinary team and relevant service providers.

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- Ensure referrals and clinical presentations are prioritised according to risk, acuity, service capacity and consumer need.
- Support safe and effective patient flow through proactive coordination and operational oversight.
- Facilitate linkage and referral pathways to inpatient units, community teams, residential services, primary care and other support services as clinically indicated.
- Provide clinical leadership and support in the assessment and management of consumers experiencing acute mental health presentations.
- Demonstrate advanced knowledge and application of risk assessment, risk management and escalation processes within community and HITH settings.
- Support culturally responsive, trauma-informed and recovery-oriented care delivery that incorporates consumer and carer perspectives.

Quality Improvement, Governance and KPIs

- Contribute to the achievement, monitoring and reporting of Key Performance Indicators (KPIs), activity targets and operational priorities.
- Participate in and lead quality improvement initiatives, audits, service evaluations and operational improvement activities.
- Monitor service performance, workforce metrics and operational data to identify trends, risks and improvement opportunities.
- Support implementation and review of policies, procedures, clinical guidelines and operational workflows.
- Contribute to incident reviews, risk management processes, adverse event investigations and reflective practice activities.
- Promote evidence-based practice and continuous improvement across all aspects of service delivery.
- Support compliance with accreditation standards, organisational governance requirements and Best Care frameworks.
- Maintain accurate, timely and comprehensive clinical and operational documentation in accordance with Western Health policies and procedures.

Education, Professional Practice and Workforce Support

- Demonstrate ongoing commitment to Continuing Professional Development (CPD) and reflective practice.
- Support staff capability development through education, coaching, mentorship and clinical support.
- Facilitate learning opportunities, in-services and knowledge sharing within the multidisciplinary team.
- Provide constructive feedback and support performance development processes
- Support onboarding, orientation and integration of new staff into the service.
- Role model professional behaviour, ethical practice and effective leadership consistent with Western Health values.

Clinical Practice

- Deliver high-quality mental health assessment, treatment and care coordination within the consumer's home environment as required.
- Conduct comprehensive mental state, psychosocial, physical health and risk assessments.
- Apply evidence-based interventions and recovery-focused approaches in partnership with consumers, carers and the multidisciplinary team.
- Maintain high standards of communication, documentation and clinical handover.
- Work within scope of practice and seek support appropriately in complex or high-risk situations.
- Perform other duties consistent with the classification and operational requirements of the service.

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

Internal:

- Divisional Director, MHWS
- Director of Clinical Services, MHWS
- Director of Nursing, MHWS
- Deputy Director Operational Performance and Transformation, MHWS
- Program Manager - WHMH at Home
- RPN3s
- Operational Managers, Acute, Community and Specialist Services
- Program Managers
- Senior Clinicians
- Lead consultant psychiatrist and medical staff
- Multidisciplinary team members
- Clinical Nurse Educators
- Senior Mental Health Nurses
- Access Coordinator
- Transition Discharge Coordinators
- Emergency Mental Health
- Community Case Managers
- Best Care Coordinators
- Lived and living experience workforce
- Administration and support staff
- Western Health, Hospital in the Home

External:

- Community services and primary care providers – GPs, Private Psychiatrists, AOD Services, Mental Health Community Support Services
- Consumers, families and others as required
- Safer Care Victoria
- Mental Health and Wellbeing Commission
- Victoria Police and Ambulance Victoria
- Work Safe Victoria
- NDIS Providers
- Office of the Chief Psychiatrist

Selection Criteria

Essential

- Current registration as a Registered Nurse with AHPRA
- Postgraduate Diploma or Master's qualification in Mental Health Nursing (or equivalent).
- Extensive clinical experience in mental health, particularly within acute community and/or inpatient settings.
- Comprehensive knowledge of the Mental Health and Wellbeing Act 2022, Victorian mental health legislation, and contemporary mental health service frameworks.
- Demonstrated expertise in recovery-oriented practice, trauma-informed care, and least restrictive practice principles.
- Highly developed communication skills, with the ability to engage effectively and empathetically with consumers, carers, and team members.
- Proven ability to contribute effectively within a multidisciplinary team while maintaining autonomy and accountability in independent practice.
- A compassionate, motivated, and values-driven mental health professional committed to improving outcomes and experiences for consumers and their families.
- Demonstrated resilience, adaptability, and a strong consumer-focused approach to care.

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- Current Victorian Driver's Licence.

Desirable

- Proficiency in a community language.
- Advanced computer and digital literacy skills.
- Knowledge of Area Mental Health Services (AMHS) and evidence-based interventions for managing high-risk or complex consumer behaviours.
- Experience collaborating with primary health care providers and community-based services to support integrated care.

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), 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, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- 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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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