

POSITION DESCRIPTION

Position Title:	Team Leader – Intensive Support Program (ISP)
Business Unit/Department:	Maribyrnong Community Team/Saltwater Clinic
Division:	Mental Health and Wellbeing Service
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:	RPN4, OT4, SW4, P3
Reports To:	Program Manager
Direct Reports:	N/A
Date Prepared/Updated:	2 June 2026

<p>Position Purpose</p> <p>The Team Leader – Intensive Support Program (ISP) provides clinical and operational leadership to a specialist, multidisciplinary team delivering time-limited, high-intensity community-based mental health care to consumers with complex needs.</p> <p>The ISP model focuses on stabilisation, intensive intervention and planned transition, supporting consumers who require a higher level of engagement than standard case management, but who do not require acute crisis intervention. The Team Leader ensures the ISP function operates safely, consistently and in line with recovery-oriented, trauma-informed practice.</p> <p>This role is responsible for overseeing service flow, caseload balance, clinical risk, staff capability and performance within ISP. The Team Leader works closely with Case Management, Intake and ACIS to ensure smooth transitions, clear role delineation and continuity of care across the service.</p>
<p>Business Unit Overview</p> <p>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.</p> <p>The Division has recently been established following a key recommendation from the Royal Commission into Victoria’s Mental Health System.</p> <p>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.</p>

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

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

Leadership and Team Management

- Provide day-to-day leadership and supervision to ISP clinicians across disciplines
- Promote a safe, supportive and accountable team culture grounded in recovery-oriented practice
- Lead team meetings, clinical reviews, handovers and reflective practice sessions
- Support staff wellbeing, debriefing and psychological safety in a high-intensity work environment
- Participate in recruitment, onboarding and performance development processes

Clinical Oversight and Risk Management

- Provide senior clinical oversight for consumers with complex presentations and elevated risk
- Support clinicians with formulation, care planning, escalation and transition decision-making
- Monitor clinical risk, acuity and safety across the ISP caseload
- Ensure timely escalation of concerns to the Program Manager or Consultant Psychiatrist where required
- Support consistent application of the Mental Health and Wellbeing Act 2022 and least-restrictive practice

Caseload and Service Flow Management

- Monitor and manage team caseloads, acuity and workload sustainability
- Allocate consumers to clinicians based on complexity, skill mix and service priorities
- Coordinate planned and unplanned leave coverage to maintain continuity of care
- Oversee entry to and exit from ISP, ensuring clear criteria, documentation and transition planning
- Work collaboratively with Case Management and Intake to support effective service flow

Collaboration and Stakeholder Engagement

- Work closely with Consultant Psychiatrists and senior clinicians to support clinical governance
- Maintain strong internal relationships with Case Management, ACIS, Intake and other MH&W programs
- Support collaboration with external services including housing, AOD, NDIS and community providers
- Contribute to shared decision-making and coordinated care planning across services

Governance, Quality and Performance

- Ensure clinical documentation, activity capture and reporting meet organisational and ABF requirements
- Monitor team performance against agreed KPIs and service expectations
- Lead or contribute to audits, service reviews and quality improvement initiatives
- Support implementation of new models of care, policies and practice changes
- Identify service gaps and contribute to continuous improvement

Workforce Development

- Provide discipline-specific clinical supervision in line with professional standards
- Support skill development of clinicians working with high-complexity presentations

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Mentor senior clinicians and support development pathways within ISP
- Support student placements and early career clinicians as appropriate

Key Performance Indicators (KPIs)

The Team Leader – ISP is expected to deliver against agreed service performance standards. Indicators include:

Service Flow and Caseload Management

- Timely allocation and reallocation of consumers based on acuity, complexity and team capacity
- Active monitoring of caseload balance, workload sustainability and leave cover arrangements
- Planned, timely transitions into and out of ISP with clear documentation and handover

Clinical Governance and Risk

- Evidence of regular clinical reviews, escalation and oversight of high-risk consumers
- Consistent application of the Mental Health and Wellbeing Act 2022 and least restrictive practice
- High-quality documentation supporting safe clinical decision-making and continuity of care

Activity, Documentation and ABF Alignment

- Accurate and timely clinical documentation and activity capture in relevant systems
- Monitoring and follow-up to support compliance with service reporting and ABF requirements
- Reduction in overdue documentation and improved data quality across the ISP function

Team Capability and Culture

- Regular supervision, reflective practice and support to staff (including debriefing)
- Positive staff feedback and demonstrated psychological safety in team practices
- Support for workforce development, orientation and retention within ISP

Quality Improvement

- Participation in audits, service improvement and implementation of change initiatives
- Evidence of local improvements to ISP workflows, safety, responsiveness or consumer experience

Professional Development

- Support the development of clinicians through supervision, mentoring and on-the-job learning.
- Encourage reflective practice and continuous improvement.
- Support students and early career clinicians as required.
- Maintain own professional development, registration and mandatory training.

Your experience:

- Demonstrated experience working in public community mental health services with consumers who have complex, high-intensity needs
- Strong capability in clinical assessment, formulation, intervention planning and risk management in community settings
- Proven ability to provide clinical leadership, supervision and support to a multidisciplinary workforce
- Experience monitoring caseloads, acuity, workload distribution and supporting planned transitions of care
- Track record of working collaboratively with psychiatrists, other programs and external services to coordinate care
- Strong understanding of the Mental Health and Wellbeing Act 2022 and practical application in day-to-day decision-making
- Confidence using electronic medical record systems and maintaining high documentation standards
- Experience contributing to quality improvement, audits or service development within a clinical program

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

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:

- Program Manager
- Community Team Leaders
- Consultant Psychiatrists
- Multidisciplinary Team
- Administration Staff
- Other MH&WS programs

External:

- Centralised Triage & Primary Health Networks
- Family and Children Services
- Victoria Police
- Area Mental Health and Wellbeing Services
- Safer Care Victoria
- First Nations Health Service Providers
- NDIS Registered Organisations
- Community Service Sector
- Primary Care Sector

Selection Criteria

Formal Qualifications

Registered Psychiatric Nurses:

- Registered with the Nursing and Midwifery Board of Australia under AHPRA.
- Bachelor's degree in Psychiatric/Mental Health Nursing or equivalent; or Bachelor's in Nursing plus postgraduate qualification in Mental Health Nursing.
- Minimum 5 years' experience in public mental health with demonstrated expertise in crisis intervention, including at least 2 years in a leadership, coordination, or senior clinical role involving significant clinical responsibility.

Occupational Therapists:

- Registered with the Occupational Therapy Board of Australia under AHPRA.
- Approved degree from a recognised school of Occupational Therapy or qualifications eligible for membership with the Australian Association of Occupational Therapy (Vic.).
- Minimum 5 years' experience as an Occupational Therapist within Mental Health, including at least 2 years in a role demonstrating leadership, coordination, or senior clinical responsibility.

Psychologists:

- Current general registration as a Psychologist with AHPRA.
- Master's degree or higher in Clinical Psychology.
- Area of Practice Endorsement (AoPE) in Clinical Psychology.
- Approved supervisor registration with the Psychology Board of Australia for Higher Degree Students and Registrars.
- Minimum 5 years' experience as a psychologist, including at least 2 years in a leadership, coordination, or senior clinical role with significant clinical oversight.

Social Workers:

- Approved degree in Social Work and eligibility for membership with the Australian Association of Social Workers.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Minimum 7 years' experience working as a Social Worker within Mental Health, including at least 2 years in a leadership, coordination, or senior clinical role involving clinical responsibility.

Essential Criteria

- Advanced clinical judgment in complex mental health presentations.
- Proven ability to lead and support a diverse team in high-pressure situations.
- Strong knowledge of recovery-oriented practice, trauma-informed care, and clinical governance.
- Demonstrated understanding of the Mental Health and Wellbeing Act 2022.
- Excellent written and verbal communication skills.
- Competence in electronic medical records and service data systems.
- Current Victorian Driver's Licence.

Desirable Criteria

- Experience leading a crisis response or community-based acute intervention team.
- Experience working with diverse communities or speaking a community language.
- Training in leadership, management, or project coordination.

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 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
- Occupational Health and Safety (Psychological Health) Regulations 2025

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

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- 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: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment