

## POSITION DESCRIPTION

<b>Position Title:</b>	Acute Community Intervention Service (ACIS) Team Leader
<b>Business Unit/Department:</b>	Western Health's Mental Health and Wellbeing Service
<b>Division:</b>	Melton Community Services
<b>Award/Agreement:</b>	VICTORIAN PUBLIC MENTAL HEALTH SERVICES ENTERPRISE AGREEMENT 2020-2024  VICTORIAN PUBLIC HEALTH SECTOR (MEDICAL SCIENTISTS, PHARMACISTS AND PSYCHOLOGISTS VICTORIAN PUBLIC SECTOR (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021 -2025)
<b>Classification:</b>	NP75 – NP77 Registered Psychiatric Nurse Grade 4 (Year 1 – 3)  YC46 – YC49 Social Worker Grade 3 (Year 1 – 4)  YB24 – YB27 Occupational Therapist Grade 3 (Year 1 – 4)  PL1 - PL4 Psychologist Grade 3 (Year 1 – Year 4)
<b>Reports To:</b>	Program Manager – MH&WS Outer Community Team
<b>Direct Reports:</b>	Senior Mental Health Clinicians, ACIS Clinicians
<b>Date Prepared/Updated:</b>	8 July 2025

Position Purpose
<p>This is a key leadership position within the Acute Community Intervention Service (ACIS), providing expert oversight and strategic direction for a fast-paced, recovery-focused team that delivers short-term mental health care to individuals in acute distress. ACIS offers mobile, community-based crisis assessment and intervention aimed at avoiding hospitalisation and supporting early discharge where safe and appropriate.</p> <p>You'll play a central role in shaping how crisis care is delivered across our region. This includes managing a skilled, multidisciplinary workforce and ensuring clinical excellence, consumer engagement, and cultural safety. You'll support and guide clinicians to respond effectively in high-stakes scenarios, coordinate service delivery, and embed trauma-informed, recovery-oriented practice throughout the team.</p> <p>This is a dynamic leadership opportunity for someone who thrives in complex clinical environments, brings clarity under pressure, and knows how to build strong partnerships — both within their team and across the broader mental health and social service network.</p>

### Our Vision

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

## Business Unit Overview

Western Health's Mental Health and Wellbeing Service (MH&WS) provides a broad range of mental health care across Melbourne's west, including Melton, Brimbank, Sunbury/Bulla, and Maribyrnong. Our services cover inpatient care, emergency mental health, consultation liaison, rehabilitation, and prevention and recovery care.

ACIS delivers timely, community-based crisis support as part of the Outer Community Team. We provide crisis assessments and intensive short-term, safety-focused interventions aimed at reducing hospital admissions and supporting early discharge.

Our multidisciplinary team works closely with inpatient units, emergency departments, and community services to provide seamless, recovery-oriented care. We foster a culture of continuous improvement and inclusivity, integrating lived experience and collaborating to meet the diverse needs of Western Melbourne's population.

## Key Responsibilities

### Leadership & Team Management

- Provide day-to-day operational leadership and supervision for the ACIS team, ensuring smooth coordination of clinical workflows and consumer allocations.
- Supervise clinicians across disciplines with clinical guidance, structured feedback, and support through reflective practice, coaching, and debriefing.
- Lead team meetings, critical incident debriefings, and reflective practice sessions to foster a collaborative and learning-focused culture.
- Promote a safe, inclusive environment that supports staff wellbeing and psychological safety.
- Manage staffing rosters, leave planning, and workload distribution to maintain service continuity during unplanned absences or vacancies.
- Liaise with partner organizations to facilitate service coordination and shared-care planning.
- Actively participate in recruitment, onboarding, and workforce planning.
- Contribute to emergency preparedness and serve as Chief/Area Warden as required.

### Clinical Oversight & Service Delivery

- Oversee complex risk assessments, safety planning, and short-term intervention strategies.
- Monitor referral flow to ensure timely response to acute presentations and coordinate crisis responses within ACIS.
- Ensure regular, action-oriented clinical reviews, multidisciplinary handovers, and case formulations.
- Guide decision-making in high-risk or ambiguous clinical situations, promoting trauma-informed and least restrictive practices.
- Support the integration of peer workers and lived experience voices into care planning.

### Collaboration & Stakeholder Engagement

- Build and maintain strong relationships with internal partners such as inpatient units, emergency departments, and community teams.
- Develop effective connections with external services, including police, ambulance, housing, and AOD providers.
- Advocate for flexible and equitable access to acute mental health support, especially for underrepresented communities.

## Our Vision

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

## Governance, Quality Improvement & Risk Management

- Lead the local implementation of safety protocols, risk management procedures, and ensure compliance with the Mental Health and Wellbeing Act 2022 and Western Health frameworks.
- Maintain high-quality clinical documentation and data capture to support reporting, evaluation, and continuous service improvement.
- Lead and participate in quality improvement projects alongside management and the broader team.
- Foster an environment that promotes continuous improvement in practice by actively identifying areas for enhancement.
- Enhance the utilisation and sharing of best practice knowledge and skills across the team.
- Participate in service reviews, audits, and change projects aligned with strategic goals.

## Service Development & Systems Contribution

- Support leadership in developing and implementing organisational guidelines, protocols, procedures, standards, and systems of work.
- Undertake administrative and reporting tasks according to established team protocols and the minimum data set reporting framework.
- Contribute to the application and optimisation of information systems to improve clinical practice and inform clinical decision-making.
- Identify service delivery gaps and contribute to innovation and refinement of care models.
- Lead quality improvement initiatives and engage in research and data analysis to enhance service outcomes.
- Support staff education and ongoing professional development through orientation and training sessions.

## Professional Development

- Demonstrate a strong, ongoing commitment to personal professional growth and lifelong learning.
- Support and develop the knowledge and skills of team members through discipline-specific clinical supervision.
- Provide guidance and support to undergraduate and postgraduate students, fostering the next generation of clinicians.

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 – Outer Community Team
- Community Team Leaders
- Consultant Psychiatrists
- Multidisciplinary Team
- Administration Staff
- Other MH&WS programs

### External:

- Centralised Triage & Primary Health Networks

## Our Vision

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

- 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.
- 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.

## Our Vision

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

<ul style="list-style-type: none"> <li>• Competence in electronic medical records and service data systems.</li> <li>• Current Victorian Driver's Licence.</li> </ul> <p><b>Desirable Criteria</b></p> <ul style="list-style-type: none"> <li>• Experience leading a crisis response or community-based acute intervention team.</li> <li>• Experience working with diverse communities or speaking a community language.</li> <li>• Training in leadership, management, or project coordination.</li> </ul>
<p><b>Additional Requirements</b></p> <p>All employees are required to:</p> <ul style="list-style-type: none"> <li>• Obtain a police / criminal history check prior to employment</li> <li>• Obtain a working with children check prior to employment (if requested)</li> <li>• Obtain an Immunisation Health Clearance prior to employment</li> <li>• Report to management any criminal charges or convictions you receive during your employment</li> <li>• Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>• Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures</li> <li>• 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</li> <li>• 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</li> <li>• 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</li> <li>• 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</li> <li>• Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines</li> </ul>
<p><b>General Information</b></p> <ul style="list-style-type: none"> <li>• Redeployment to other services or sites within Western Health may be required</li> <li>• Employment terms and conditions are provided according to relevant award/agreement</li> <li>• 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</li> <li>• Western Health is committed to Gender Equity</li> <li>• Western Health provides support to all personnel experiencing family and domestic violence</li> <li>• 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</li> <li>• Western Health is a smoke free environment</li> </ul>

## Our Vision

Together, Caring for the West  
*Patients – Employees – Community – 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.](#)

### **Our Vision**

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