

POSITION DESCRIPTION

Position Title:	HOPE Psychosocial Support Worker (Hospital Outreach Post Suicidal Engagement)
Business Unit/Department:	Community Mental Health Team – Melton
Division:	Mental Health & Wellbeing Services (MH&WS)
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Welfare Worker: Class 2 – Year 1 to Year 4 (YA8 to YA11)
Reports To:	Manager – MH&W Community Team
Direct Reports:	N/A
Date Prepared/Updated:	3 July 2026

Position Purpose

Western Health's Mental Health and Wellbeing Service (WH MH&WS) is situated in a growth corridor where continuous development, service expansion, and innovative programs are on the rise. Working within our catchment area offers challenging and rewarding careers, where teamwork, flexibility, and achievement are central to everything we do. We recognise that it takes a team to run a successful service, and we value and support all our team members.

Aligned with the Victorian Suicide Prevention Framework 2016–25, the HOPE team focuses on building resilience in individuals who have attempted suicide by providing intensive, individualised therapeutic care and psychosocial support. This multidisciplinary team assigns each client a Psychosocial Support Worker and Mental Health Clinician to deliver practical, evidence-based interventions addressing the unique social, economic, historical, and environmental factors influencing suicidality.

The HOPE team will operate across two community sites, Sunshine and Melton, under the governance of a Lead Consultant Psychiatrist. Psychosocial Support Workers at each site will play a vital role in supporting the team and fostering cross-site collaboration.

Business Unit 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 into Victoria's Mental Health System.

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.

Our Vision

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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 • As part of the multidisciplinary team, provide psychosocial interventions to registered HOPE consumers, ensuring support is delivered in a safe and effective manner to at-risk individuals. • Ensure individuals referred to the HOPE team are actively engaged in the development of an individual support plan, and that this plan is regularly reviewed with the treating team. • Participate in internal and external meetings, as appropriate, and at the direction of the MH&WS Community Team Manager. • Accept accountability for all reasonable care to maintain a safe working environment within your area of responsibility and ensure compliance with legislative requirements, including Occupational Health and Safety, anti-discrimination, and equal opportunity laws. • Actively contribute to the evaluation of the HOPE program. • Achieve Western Health and portfolio-specific KPI targets as they apply to your role. • Ensure all clinical information is documented and stored in compliance with the Victorian Health Records Act 2001. • Participate in formal performance and annual discussion review processes. • Operate within relevant legal frameworks, such as the Mental Health & Wellbeing Act 2022 and the Privacy Act. • Demonstrate Western Health values. • Show a strong, ongoing commitment to your professional development and actively support the development of knowledge and skills in other team members. 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: • Community Mental Health Team Manager • Team Leaders • HOPE Team Members • Emergency Department • Emergency Mental Health Services • Consultation Liaison Psychiatry • St Albans Acute Psychiatric Unit (SAAPU) • Acute Community Intervention Service (ACIS) • Education Departments • Clinical Supervisor External: • General Practitioners (GPs) • Private Psychiatrists and Psychologists

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- Primary Health Networks and other key stakeholders
- Mental Health Community Support Services (MHCSS) organisations
- Alcohol and Other Drug (AOD) Services
- Housing and Homelessness Services
- Relationship and Family Support Services

Selection Criteria

Formal Qualifications:

- Relevant Qualifications or Experience
- Qualifications or experience in one or more of the following areas: alcohol and other drugs, family/relationship work, mental health community support services, CALD communities, allied health fields, and/or the Human Services sector.
- Individuals with lived experience of utilising mental health services due to suicidal ideation or behaviours, and/or carers of individuals utilising these services, are strongly encouraged to apply.

Essential:

- Proven ability to collaborate effectively with the client's treating team and support networks, including families and significant others.
- Strong skills in consultation, liaison, and sensitive negotiation with clients, families, carers, and health or welfare services.
- Demonstrated organisational and time management capabilities.
- Ability to recognise and escalate concerns in cases of client deterioration.
- A thorough understanding of recovery principles, psychosocial recovery, and duty of care.
- Experience in client advocacy and promoting client needs.
- Competence in community service provision or a strong understanding of its principles.
- Demonstrated experience in building and maintaining professional relationships with welfare, health, and support agencies to collaboratively improve client outcomes and recovery.
- Ability to work inclusively and sensitively with consumers, families, and carers from diverse cultural backgrounds.
- Commitment to living the values of Western Health – putting people first, leading with kindness, and achieving excellence together.
- Compliance with all legal requirements of the role, including maintaining current registration with relevant professional organisations as applicable.
- Current driver's licence and capacity to use it for the role.
- Familiarity with and adherence to relevant professional codes of ethics, Western Health values, and key legislation, including:
 - Mental Health and Wellbeing Act 2022
 - Guardianship & Administration Act (2019)
 - Victorian Charter of Human Rights and Responsibilities Act (2006)
 - Responsibilities under Section 141 of the Health Services Act regarding the sharing of health information.

Desirable:

- Previous experience in mental health or a related field.
- Interest in delivering educational programs on suicide prevention for mental health and community services.
- Research skills and experience in conducting program evaluations.

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

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- 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, 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 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: _____

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