

POSITION DESCRIPTION

| | |
|----------------------------------|---|
| Position Title: | Senior Mental Health Clinician – Intake |
| Business Unit/Department: | Western Health's Mental Health and Wellbeing Service |
| Division: | Melton Community Services |
| Award/Agreement: | Victorian Public Mental Health Services Enterprise Agreement 2020- 2024 |
| Classification: | RPN4, OT3, SW3 |
| Reports To: | Program Manager – MH&WS Outer Community Team |
| Direct Reports: | N/A |
| Date Prepared/Updated: | 11 July 2025 |

Position Purpose

The Senior Clinician holds a key leadership role within the intake team, responsible for delivering recovery-oriented community mental health services to individuals accessing support. As the initial point of contact, they assess, review, and prioritise referrals while providing timely face-to-face assessments and immediate support to consumers presenting at the service. Beyond direct client care, the Senior Clinician supports colleagues by offering clinical guidance and training, particularly around complex care needs, and plays a vital role in maintaining service continuity during staff absences.

This position demands a strong blend of clinical expertise, leadership, and organisational skill, balancing hands-on clinical work with administrative duties. The Senior Clinician must be adaptable and proactive, able to respond effectively in a fast-paced, evolving environment while contributing to the ongoing development and capacity-building of the team.

Business Unit Overview

The Division of Mental Health and Wellbeing Services at Western Health provides a comprehensive range of specialist mental health programs across multiple sites and within the local community. Serving consumers across the lifespan, our services cover the local government areas of Melton, Brimbank, Hume (including Sunbury and Bulla), and Maribyrnong.

Established recently in response to key recommendations from the Royal Commission into Victoria's Mental Health System, the Division delivers recovery-oriented care through a multidisciplinary workforce of skilled clinicians, consumers, and carers. Our programs include hospital-based, community, and specialist

Our Vision

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

services such as Adult Community Services, Emergency and Consultation-Liaison Psychiatry, Prevention and Recovery Care (PARCs), the St Albans Community Care Unit, the Adult Mental Health Rehabilitation Unit, and the Adult Acute Inpatient Units.

The Division collaborates closely with other Western Health divisions and partners with external health and community services to ensure the provision of best care. Situated within a rapidly growing region, we continue to innovate and expand our services to meet emerging community needs and deliver effective, compassionate mental health support across Western Melbourne.

Key Responsibilities

- Work confidently within your scope of practice, seeking guidance when necessary to ensure high-quality clinical outcomes.
- Conduct thorough assessments and screening of consumer needs and referrals, making sound, clinically informed decisions while consulting with colleagues and external services as required.
- Accurately document clinical decisions and interventions across multiple electronic platforms, maintaining comprehensive and timely records.
- Coordinate care effectively by advocating for consumers and their families/carers, liaising with internal teams and external service providers to ensure seamless support.
- Ensure all practice aligns with the Mental Health and Wellbeing Act 2022 and relevant policies, maintaining compliance with legislative and organisational requirements.
- Lead and contribute to team dynamics and culture, including taking on additional responsibilities related to service development and continuous improvement initiatives.
- Manage a team-based portfolio, overseeing associated tasks and activities that support broader service goals.
- Engage actively in ongoing professional development, mandatory training, and reflective practice, incorporating feedback to enhance performance.
- Utilise electronic systems proficiently to document all client contacts and support clinical decision-making.

About You

- You are a motivated and experienced mental health clinician committed to advancing your clinical expertise and contributing meaningfully to public mental health outcomes. You value collaboration and enjoy working within a dynamic, multidisciplinary team, yet you are confident to operate independently when required. Clear and effective communication with internal and external stakeholders, both verbal and written, is one of your strengths.

Your Experience

- Demonstrated ability to work effectively within a team and engage with consumers from diverse cultural backgrounds and with a broad range of psychiatric presentations.
- Strong knowledge of evidence-based treatment models and clinical interventions for both high and low prevalence mental health conditions.
- Comprehensive understanding of the Victorian public mental health policy landscape, including the Recovery Framework and the Mental Health and Wellbeing Act 2022.

Our Vision

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

- Skilled at building rapport with consumers and family members, facilitating engagement, and linking them to appropriate community and specialist services.

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

The Senior Mental Health Clinician is operationally responsible to the Program Manager under which they are employed. They work closely with Community Team Leaders to support team coordination and clinical governance.

Depending on their discipline, they are also professionally accountable to the following positions:

1. Occupational Therapists are professionally accountable to the Chief Occupational Therapist (Mental Health)
2. Social Workers are professionally accountable to Chief Social Worker (Mental Health)
3. Nurses are professionally accountable to the Director of Nursing (Mental Health)

Other key working relationships include:

Internal:

- Members of the Western Health Mental Health and Wellbeing Services Division
- Nursing, Medical and Allied Health Professionals working in other Divisions
- Operational Managers, Mental Health & Wellbeing Services
- Divisional Director, Mental Health & Wellbeing Services
- Consumers, carers and support networks

External:

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

Our Vision

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

Selection Criteria

Formal Qualifications and Registration Requirements

Registered Psychiatric Nurses:

- Registration as a Registered Psychiatric 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 a bachelor's degree in nursing plus a postgraduate qualification in Psychiatric/Mental Health Nursing.
- Completion of a recognised Mental Health Graduate Nurse Program and, where applicable, a General to Mental Health Transition program, or equivalent clinical experience in mental health nursing.
- Minimum 5 years' experience providing clinical mental health services in a high-demand environment.

Occupational Therapists:

- Minimum 5 years' experience as an Occupational Therapist within mental health.
- Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
- Approved degree from a recognised school of Occupational Therapy or other qualifications approved for membership eligibility in the Australian Association of Occupational Therapy (Vic.).

Social Workers:

- Approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.
- Minimum 7 years' experience working as a Social Worker within mental health.

Additional Essential Criteria

- Demonstrated high-level mental health assessment and intervention skills, including discipline-specific interventions.
- Commitment to consumer-centred and recovery-oriented care.
- Highly developed verbal and written communication skills.
- Experience participating in continuous improvement projects.
- Ability to identify and harness opportunities for innovation and collaboration to improve service delivery, with demonstrable outcomes.
- Ability to work autonomously and as part of a multidisciplinary team.
- Problem-solving and conflict resolution skills.

Our Vision

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

- Ability to provide discipline-specific clinical supervision to other clinicians and students.
- Familiarity with and adherence to relevant professional codes of ethics, Western Health values, and legislation—especially the Mental Health and Wellbeing Act (2022) and other relevant Victorian legislation.
- Compliance with all legal requirements, including maintaining current registration as required by your professional organisation.
- Current Victorian driver's licence and capacity to drive work vehicles.
- Demonstrated time management skills and the ability to prioritise workloads effectively.
- Demonstrated leadership ability within teams.
- Highly developed interpersonal, written, and electronic communication skills.
- Computer literacy.

Desirable

- Ability to speak a community language.
- Advanced computer skills.
- High personal performance standards.
- Relevant professional development programs completed.

Personal Attributes

- Self-motivated with a commitment to continual learning and self-growth.
- Broad systems and innovative thinking.
- Ability to influence others and work collaboratively.
- Mindful observation and timely, informed decision-making.
- Confidence in own ability balanced with adaptability, flexibility, and persistence.
- Effective delegator and resilient under pressure.

Leadership Capabilities

| Leadership Capability | Definition |
|----------------------------------|--|
| Plan and aligns | Planning and prioritising work to meet commitments aligned with organisational goals |
| Drives vision and purpose | Painting a compelling picture of the vision and strategy that motivates others into action |
| Ensures accountability | Holding self and others accountable to meet commitments |
| Strategic mindset | Seeing ahead to future possibilities and translating them into breakthrough strategies |
| Instils trust | Gaining the confidence and trust of others through honesty, integrity and |

Our Vision

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

| | |
|---------------------------------|--|
| | sincerity |
| Communicates effectively | Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences |
| Situational adaptability | Adapting approach and demeanour in real time to match the shifting demands of different situations. |
| Collaborates | Building partnerships and working collaboratively with others to meet shared objectives |
| Builds effective teams | Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals. |
| Customer focus | Building strong customer relationships and delivering customer-centric solutions |

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), 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

Our Vision

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

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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

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

Our Vision

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