

POSITION DESCRIPTION

Position Title:	Emergency Department (ED) Mental Health Nurse Navigator
Business Unit/Department:	Emergency Mental Health
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Registered Psychiatric Nurse: Grade 5 (NP51)
Reports To:	Manager – EMH/PACER/CL
Direct Reports:	N/A
Date Prepared/Updated:	24 May 2026

Position Purpose

The ED Mental Health Nurse Navigator role aims to help facilitate the safe arrival and initial management of care for consumers who present displaying Behaviors of Concern, to Sunshine Hospital Emergency Department (SHED) and Footscray Hospital Emergency Department (FHED).

The ED Mental Health Nurse Navigator will support the existing staffing profile of the SHED and FHED, to assist in management for the arrival and initial care for consumers who present with Behaviors of Concern, with the underlying cause of mental and physical state deterioration. This deterioration may be related to intoxication related to the use of alcohol and other drugs. The ED Mental Health Nurse Navigator will play a key role in supporting clinicians to provide initial care that leads to de-escalation, while assessing risk that supports decision making about the consumers' most appropriate pathway of care. The role involves working collaboratively with emergency clinicians, Emergency Mental Health clinicians (EMH), Victoria Police Officers, Ambulance Victoria paramedics, and community mental health clinicians.

The ED Mental Health Nurse Navigator will provide a person-centered coordinated model of care that will meet the complex and changing needs of mental health consumers in the ED. This facilitation will be achieved by reducing fragmentation, mitigating barriers, educating ED staff, empowering and coordinating patient care. The ED Mental Health Nurse Navigator will demonstrate clinical expertise; utilise strategic and creative thinking with respect to health care alternatives, with the aim of improving patient outcomes through early intervention and disposition and reducing avoidable admissions and extended lengths of stay within the ED.

The ED Mental Health Nurse Navigator provides high level clinical expertise within the Emergency Department and its diversion departments with respect to the efficient and expedient transition of all mental health consumers through and out of the ED. The position is responsible for ensuring that all mental health consumers are effectively screened and triaged at point of entry to the ED.

The ED Mental Health Nurse Navigator will subsequently refer to the appropriate service provider, e.g. EMH, CL, AOD, community mental health, HOPE, or primary care providers, for appropriate assessment, treatment or follow up, whenever clinically indicated in accordance with mandated key performance indicators. The ED Mental Health Nurse Navigator is required to liaise closely with the EMH team, the ED Nurse Unit Manager/Associate Nurse Unit Managers, ED Consultants, and EMH Team Leader.

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The ED Mental Health Nurse Navigator will obtain clinical governance via the EMH Consultant Psychiatrists.

The ED Mental Health Nurse Navigator participates in clinical service development activities within the EMH Team, encourages and supports quality initiatives and research. The role involves the provision of supervision to staff as well as students working within Emergency Mental Health.

The ED Mental Health Nurse Navigator will work with ED staff to ensure restrictive interventions applied under the Mental Health & Wellbeing Act 2022, and associated documentation is complete and accurate, to assist with mandatory reporting requirements to the Office of the Chief Psychiatrist. The role will be responsible for mechanical restraint auditing in the ED to ensure compliance with the Mental & Wellbeing Act 2022.

Business Unit Overview

Western Mental Health and Wellbeing Services provide a comprehensive range of specialist mental health services to people who reside in the local government areas of Brimbank, Melton, Maribyrnong, and parts of Hume (Sunbury/Bulla). We deliver specialist clinical programs through Adult and Older Persons Mental Health and Wellbeing Community Services, including: hospital bed-based services (including the Western Women's IPU), Mental Health at Home, Community Mental Health Programs, Emergency Mental Health, Consultation Liaison Psychiatry, Prevention and Recovery Centres (including Yana Yana Women's PARC), St Albans Community Care Unit, Adult Mental Health Rehabilitation Unit and Dual Diagnosis services.

Our recovery-oriented approach to care is provided by a multidisciplinary workforce comprising skilled clinicians, consumers and carers providing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.

The Division of Mental Health and Wellbeing Services 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

- Work collaboratively within the team model of care using delegation, supervision, coordination, consultation and referrals
- Take accountability for own actions and others under direction and sphere of responsibility
- Role model behaviours consistent with the professional Code of Conduct and organisational values and challenge others when their behaviour does not meet expectations
- Lead by example, and motivate staff to strive for excellence
- Speak up for safety, Western Health values and wellbeing
- Create a psychologically safe work environment where everyone feels safe to speak up
- Demonstrate initiative in supporting early career and less experienced staff
- Contribute to peer feedback and engage in appraisals for early career staff, as directed by your manager
- Work within and towards the Nursing and Midwifery Workforce Plan



Research

- Provide information to consumer and carers about feedback processes which provide valuable information to improve our services (e.g. feedback forms, experience of care discharge survey and other feedback methods)
- Use evidence to support improvement to consumer care and practice
- Be curious about ways to improve practice and outcomes
- Promote evidence-based practice and share findings at internal and external forums
- Participate in quality and research projects as appropriate

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Evidence Based Practice

- Ensure that consumers and carers rights are upheld, including statutory rights under the Mental Health & Wellbeing Act 2022 and provide information to consumers and families about their rights under the Mental Health & Wellbeing Act 2022
- Using evidence-based practice, participate in evaluation of the progress of individuals and groups towards expected outcomes and reformulation of care plans.
- Be familiar with local and organisational policies, procedures and guidelines
- Demonstrate behaviours that support a recovery approach to care, ensure the safety and well-being of consumers, and foster a therapeutic environment that supports individuals in their journey towards mental health and overall wellness.
- Contribute to adverse event investigations, and undertake individual and team-based reflective practice
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in nursing practice
- Participate in new initiatives to enhance consumer outcomes and experience, or staff employment outcomes and experience
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for consumers and teams
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities



Education & Learning

- Demonstrate responsibility for Continuing Professional Development (CPD) of self and actively maintain a CPD portfolio and required by professional standards
- Participate in ongoing learning opportunities
- Contribute to the updating of educational information provided to patients and consumers, and their families and carers
- Support new staff through the orientation buddy role or formal preceptorship
- Showcase work and improvement activities
- Provide timely informal and formal feedback to students, early career and novice staff
- Seek feedback on your work including participation in annual performance discussion
- Exchange and share information with colleagues via informal or formal forums such as huddles, in-services, presentations, education forums, team meetings.



Clinical Expertise

- Provide appropriate mental health support, care, treatment and interventions to consumers
- Observe and assess the mental, emotional, physical, social and spiritual needs of mental health consumers, including the identification of 'at risk' consumers and record with appropriate and accurate documentation in the consumers history and care plan and implement consumer specific risk minimisation strategies
- Recognise the symptoms of mental ill-health and distress, and their clinical significance to safety and recovery
- Identify clinical risks and formulate appropriate management in consultation with the multidisciplinary team
- Formulate and regularly evaluate/modify care plans for each consumer including all therapeutic measure prescribed and carry out the plan in cooperation with other members of the multidisciplinary team
- Collaborate with consumers and their families, carers and significant others when formulating recovery care plans
- Work within and actively engage in the Safewards model of care
- Participate in and, where appropriate, carry out treatment prescribed by medical staff and monitor the effects thereof
- Display nursing skills that will be effective in alleviating consumer's distress which can manifest in challenging or at risk behaviour

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- Meaningfully communicate with individuals and groups to develop consumer's and families understanding of mental health and recovery
- Utilising helping skills therapeutically in caring for mental health consumers by being available, listening, clarifying, concentrating, conveying empathy and encouraging supported decision making
- Communicate consumer's progress or concerns actively with the multidisciplinary team to promote consumer's recovery and safety, including handovers
- Demonstrate accountability and responsibility for care delivered
- Recognise changes in consumers' condition and take necessary action including reporting and escalation seeking appropriate assistance
- Accurately reflect the consumers requirements, outcomes or events within prescribed Western Health documentation, ensuring all legal requirements are met including legibility of content and identity of reporter, relevant documentation compliant with requirement of the Mental Health Act 2022, and in accordance with Western Health policies and procedures
- Effectively develop discharge plans that reflect the needs of consumers and their significant others and demonstrates an understanding of the role of community providers
- Identify practice improvement opportunities and discuss with your manager
- Perform other relevant duties as required

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:

- Emergency Mental Health Clinicians
- EMH Psychiatrists
- PACER/AOD/SAAPU Clinical and Medical staff.
- Manager EMH/PACER/CL
- Director & Deputy Emergency Department- Sunshine
- Nurse Unit Manager/s Sunshine Emergency & Short Stay Unit
- Director Paediatric Emergency Medicine
- Director of Nursing, Mental Health and Wellbeing Service
- Sunshine Emergency Department – Associate Nurse Unit Managers & Nurse in Charge
- Operations Manager- Emergency Services
- Operations Manager – MHWS Acute & IPU services
- ED Consultants
- ED Triage Nurses
- Consultation Nurse Navigator Nurses
- Clinical Hospital Coordinator (CHC)

External:

- Relevant Mental Health Networks
- Community services and primary care providers – GPs, Private Psychiatrists, AOD Services, Mental Health Community Support Services
- Mental Health Complaints Commissioner
- Safercare Victoria
- Office of the Chief Psychiatrist
- Independent Mental Health Advocacy (IMHA)
- Victorian Mental Illness Awareness Council
- Centre of Mental Health Learning
- Consumers, families and others as required

Selection Criteria

Essential:

- Current registration as a Registered Nurse with AHPRA

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- Demonstrated understanding of working with mental health consumers, including appropriate supports, therapeutic engagement, assessment and evidence-based interventions
- Demonstrated understanding of de-escalation principles when working with people who are distressed or experiencing mental illness
- Knowledge of recovery-oriented care and trauma informed care frameworks
- Ability to work with, communicate and engage consumers, families and carers from diverse backgrounds
- Sound working knowledge of the Mental Health and Wellbeing Act 2022
- Demonstrated ability to record accurate and concise documentation with a consumer's medical record
- Demonstrated understanding of confidentiality and privacy relating to consumer care
- Demonstrate an ability to practice collaboratively as part of a multi-disciplinary health care team
- Demonstrate evidence of undertaking professional development activities to maintain and enhance nursing expertise
- A commitment to practice in a manner which reflects Western Health values

Experience:

- A minimum of 5 years postgraduate and clinically appropriate experience.
- Capacity to undertake alcohol and other drug screening, assessment, treatment planning, brief interventions with consumers who have co-occurring mental health and substance use disorders
- Excellent interpersonal skills and the ability to communicate effectively with consumers, families/carers, colleagues and other service providers
- Ability to work with consumers, family and carers from a range of cultural backgrounds, and to provide gender sensitive services
- Well-developed skills in writing and an ability to promptly prepare on the appropriate documentation assessments, treatment plans, transition summaries and other forms of documentation
- Excellent knowledge of Mental Health and Wellbeing Act Vic 2022 and its associated principles
- Demonstrated experience in the delivery of mental health clinical services in a variety of settings including acute mental health
- Demonstrated expertise in undertaking mental state examination and risk assessments.
- Demonstrated ability to develop and maintain working relationships with a wide variety of stakeholders
- High level skill in developing management plans and comprehensive care formulations.
- Demonstrated ability to deliver best practice brief therapeutic interventions
- Demonstrated supervision and consultation skills, and experience in developing professional competencies
- Strong leadership skills and evidence of contributing to a cohesive multidisciplinary team.
- Demonstrated ability to consult, liaise and negotiate sensitively with clients, treating teams, their family or carers and members of other community services
- Expertise in supporting clinical students on placement during clinical rotations
- Ability to work in a digital environment
- Hold a current driver's licence and capacity to use in this role
- Be familiar with and adhere to relevant professional codes of ethics, the values of Western Health, and relevant legislation, in particular: the Mental Health Act and Wellbeing Act (2022), the Guardianship & Administration Act (1986), Victorian Charter of Human Rights and Responsibilities Act 2006.

Desirable:

- Current drivers' licence
- Ability to speak a community language
- Demonstrated qualities of enthusiasm, initiative and commitment
- Demonstrated adaptability and resilience
- Demonstrated Innovation, continuous improvement and patient safety

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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, 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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