

POSITION DESCRIPTION

Position Title:	Senior Mental Health Clinician – Case Management
Business Unit/Department:	Community Mental Health Team, Melton
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:	17 August 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 new programs are on the rise. Working within our catchment area allows for challenging and rewarding careers, where teamwork, flexibility and achievement are apparent in everything we do. We recognise that it takes a team to run a successful service and we value and support all our team members. Senior Clinicians play a critical role in delivering high-quality, recovery-oriented community mental health care, ensuring safe, timely and coordinated support for consumers and their families. The Senior Clinician provides advanced clinical assessment, care planning and treatment, and acts as the key clinician for an allocated caseload. The role includes supporting complex presentations, contributing to clinical governance activities and ensuring accurate, timely documentation. Senior Clinicians also provide leadership within the team by modelling advanced practice, offering day-to-day senior clinical advice, supporting risk management processes and contributing to a positive, accountable team culture. The position supports capability building through mentoring, supervision (as appropriate), clinical teaching and participation in onboarding of new staff. This role combines direct consumer work, multidisciplinary collaboration, clinical decision-making and administrative responsibilities. Strong communication skills, sound clinical judgement, and the ability to organise and prioritise work are essential.
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.

Our Vision

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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.

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

- Model advanced clinical practice, positive team culture and behaviours consistent with Western Health values.
- Provide informal mentoring, clinical guidance and day-to-day support to junior clinicians, students and less experienced staff.
- Participate in the onboarding and orientation of new staff and support the development of team capability.
- Actively contribute to multidisciplinary team meetings, clinical reviews, portfolio meetings and case discussions.
- Participate in the Area Warden roster to support service-wide clinical oversight.
- Provide senior clinical advice to support continuity of care for high-risk or complex consumers.
- Assist with the redistribution of workload during periods of leave or reduced staffing, in consultation with the Team Leader or Manager.
- Identify and escalate clinical risks, workload pressures, service pressures or capacity concerns promptly.
- Maintain clear communication with the team to ensure coordinated and consistent service delivery.
- Contribute to a positive, collaborative, inclusive and accountable team environment.



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
- Maintain own knowledge of evidenced based practice, and participate in own professional development to ensure knowledge and skills remain current and align with best evidence



Evidence Based Practice

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- Ensure that consumers and carers rights are upheld, including statutory rights under the Mental Health and Wellbeing Act 2022 and provide information to consumers and families about their rights under the Mental Health and 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 organizational policies, procedures and guidelines
- Demonstrate behaviours that support a recovery approach to care, ensures 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

- Provide clinical support, guidance and mentorship for graduate and post graduate mental health nurses
- Support and conduct graduate clinical assessments as required
- Provide support and mentorship that is aligned with best practice to early career nurses
- Fosters safe working practices and environment in order to ensure best patient outcomes.
- Evaluate student/nurse progress.
- Encourage a positive learning environment in which competencies are maintained and skills developed consistent with current nursing knowledge and research.
- Provide hands on Graduate Nurse support, spending as much time as reasonably possible on the unit, and with a high visible presence in clinical areas
- Work across multiple mental health units
- Working a rostered shift, including afternoons and weekends
- 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
- 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 ·

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- 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
- 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 and Wellbeing 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

About You:

You are an experienced and motivated mental health clinician who is committed to delivering high-quality, recovery-oriented care. You bring sound clinical judgement, strong engagement skills and an ability to work effectively with consumers, families and carers.

You value teamwork and contribute positively to a collaborative, supportive environment. You are confident working autonomously when required, while also knowing when to seek guidance or escalate concerns. You communicate clearly in both verbal and written form and can navigate complex situations with professionalism and empathy.

You are committed to ongoing learning, reflective practice and maintaining a high standard of clinical care. You demonstrate respect for diversity, cultural safety and the lived and living experience workforce, and you contribute to building a service culture that is inclusive and responsive.

Your Experience:

- Experience in working within a team environment and with a range of consumers from varied cultural backgrounds and psychiatric presentations.
- Knowledge of relevant treatment models and interventions for high and low prevalence psychiatric illnesses.
- Comprehensive understanding of legislative and policy directions within the Victorian public mental health services including, but not limited to, the Recovery Framework and the Mental Health Act (2022).
- Skilled in engaging consumers and family members, developing rapport and following up with community linkages / referrals to 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.

Key Working Relationships

Internal:

- Community Team Manager
- Community Team Leaders
- Consultant Psychiatrists
- Multidisciplinary Team
- Administration staff

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- MH&W clinical programs

External:

- Centralised Triage
- Non-Government agencies, drug and alcohol services and primary health providers.

Selection Criteria

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Formal Qualifications

Occupational Therapists:

- Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
- An approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.).

Psychologists:

- Registration as a Psychologist under the Australian Health Practitioner Regulation National Law Act (2009) with practice endorsement as a Clinical, Forensic or Clinical Neuro Psychologist with the Psychology Board of Australia (or eligibility to enter a registrar program as a clinical, forensic or clinical neuro psychologist with the Psychology Board of Australia where relevant).

Registered Psychiatric Nurses:

- Registration as a registered nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
- Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing.

Social Workers:

- An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.

Essential Criteria

- Minimum 5 years' experience for nurses and 7 years' experience for allied health clinicians working with consumers with complex needs in a public mental health setting.
- Demonstrated advanced clinical skills in assessment, formulation, risk management and evidence-based intervention.
- Strong understanding of consumer rights, recovery-oriented practice and the ability to support consumers to make informed choices.
- Demonstrated knowledge of AMHS operations and evidence-based approaches to supporting high-risk and complex consumers.
- Sound understanding of the practical application of your profession's Code of Ethics.
- Working knowledge of the Mental Health and Wellbeing Act (2022), relevant legislation and strategic directions within Victorian public mental health services.
- High level of professional conduct, reliability and ability to work both independently and collaboratively.
- Experience providing informal leadership, mentoring or senior clinical support within a team.
- Ability to work effectively with primary health providers, community services and other key stakeholders.
- Excellent interpersonal and communication skills, with the ability to problem-solve, negotiate and communicate across diverse groups.
- Ability to work with consumers from diverse cultural backgrounds using inclusive, gender-sensitive and family-focused approaches.
- Current Victorian driver's licence and capacity to drive work vehicles.
- Compliance with all legal and professional registration requirements relevant to your discipline.

Desirable

- Ability to speak a community language
- Advanced computer literacy and confidence using digital and statewide clinical systems.

Additional Requirements

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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 (Occupational Health and Safety Regulations 2022 (Vic), 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, and the Occupational Health and Safety (Psychological Health) Regulations 2025
- 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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

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

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