

POSITION DESCRIPTION

Position Title:	Team Leader - Western Health Mental Health at Home
Business Unit/Department:	Western Health Mental Health at Home (WHMH at Home)
Division:	Mental Health & Wellbeing Services (MHWS)
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2022–2024
Classification:	RPN Grade 4 – Year 1 to 3 (NP75 to NP77)
Reports To:	Program Manager – WHMH at Home
Direct Reports:	In the absence of the Program Manager: Registered Psychiatric Nurses
Date Prepared/Updated:	30/09/2025

Position Purpose

Western Health Mental Health at Home (WHMH at Home) is a 24-hour, 7-day per week service offering the equivalent of 10 beds for adults over 18 years who are experiencing an acute mental health crisis and would otherwise require an inpatient admission. The service is underpinned by the Hospital in the Home (HITH) model of care, ensuring acute mental health treatment is delivered safely and effectively within the consumer's home environment. WHMH at Home provides acute mental healthcare and support to individuals and families in their own homes, including risk assessments, mental state examinations, medication management, psychoeducation, and recovery-focused interventions.

The Team Leader- WHMH at Home plays a key leadership role in this model, ensuring the delivery of safe, coordinated and high-quality consumer-centred care. As a senior clinician, the Team Leader demonstrates advanced clinical reasoning and decision-making in a dynamic risk environment, provides visible leadership, coordinates shifts and workload, and oversees the intake and review of new referrals. The Team Leader works closely with the Nurse Unit Manager, supporting advanced care delivery, allocation of resources, and contributing to the achievement of positive outcomes, policies, procedures and audit processes to ensure Best Care.

As a professional, the Team Leader- WHMH at Home is accountable for:

- The maintenance of their own clinical knowledge, further education and working within the confines of their specific scope of practice at all times, in accordance with the boundaries set by their experience and skill.
- Ensuring that they are registered to work as a Registered Nurse in Australia at all times whilst working as a Nurse within Western Health and practice in alignment with Nursing & Midwifery Board of Australia (NMBA) Registered Nurse Standards for Practice.

The Team Leader- WHMH at Home will contribute to providing quality health and well-being services for our consumers demonstrating competent to expert behaviours across the five domains of leadership, research, evidence-based practice, education & learning and clinical expertise as identified in the Western Health Nursing and Midwifery Professional Practice Framework.

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Business Unit Overview

The Division of Mental Health and Wellbeing Services spans multiple Western Health sites and community settings, delivering services across the lifespan. Established in response to a key recommendation from the Royal Commission into Victoria's Mental Health System, the Division serves the municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.

Care is provided through a recovery-oriented approach by a multidisciplinary workforce comprising skilled clinicians, consumers and carers. Services include hospital-based, community and specialist programs for adults, older adults, children and adolescents who are experiencing, or are at risk of developing, a serious mental illness. The Division works collaboratively across other Western Health Divisions and in partnership with external health and community providers to ensure the delivery of Best Care. With a strong commitment to innovation, the Division continues to expand and strengthen service options to meet the evolving mental health and wellbeing needs of the Western Melbourne community.

Key Responsibilities



Leadership

- Consistently role model Western Health values, behaviours and the professional Code of Conduct when engaging with staff, consumers and colleagues.
- Lead, support, direct and motivate employees in the provision of high quality, evidence based and culturally sensitive consumer care in accordance with the care model of the ward/unit and Western Health
- Work collaboratively within the nursing team model of care using delegation, supervision, coordination, consultation and referrals
- Lead by example, motivating and inspiring others to strive for excellence while taking accountability for personal actions and those within the sphere of responsibility.
- Provide supervision, mentorship and guidance to junior workforce members, demonstrating initiative in supporting early career and less experienced staff.
- Foster a safe and inclusive environment where staff feel empowered to ask questions, contribute ideas and Speak Up, ensuring psychological safety and open communication.
- Promote a culture that recognises the central role of consumers, carers and community providers in achieving Best Care outcomes.
- Actively advocate for safety, wellbeing and the values of Western Health.
- Support the WHMH at Home Nurse Unit Manager through activities such as clinical audits, preparation of team data reports, allocation of clinical workload and facilitation of team business meetings.
- Act in the role of WHMH at Home Nurse Unit Manager during leave periods greater than one week, including representation at service-wide forums.
- Contribute to the development, implementation and review of clinical policies and procedures.
- Maintain effective, professional and timely communication with all stakeholders.
- Demonstrate proactive engagement with Key Performance Indicators (KPIs), supporting both team and service-wide performance goals.
- In the absence of the Nurse Unit Manager, provide a first point of contact in all areas of conflict and apply conflict resolution skills when dealing with problems involving all levels of employees, consumers and their significant others and the public
- Contribute to peer feedback and engage in appraisals of nursing staff, as directed by your manager

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Research

- Facilitate opportunities for consumers and carers to provide feedback through established processes (e.g., feedback forms, experience of care surveys, discharge surveys), ensuring their perspectives inform service improvement.
- Apply evidence and research findings to support enhancements in consumer care, clinical practice and service delivery.
- Demonstrate curiosity and initiative in identifying opportunities to improve practice and outcomes.
- Actively promote evidence-based practice by sharing knowledge and insights at internal and external forums.
- Contribute to quality improvement and research projects in alignment with service priorities.



Evidence Based practice

- Maintain familiarity with and consistently comply with local and organisational policies, procedures and guidelines.
- Aligning professional activities with Western Health's Strategic Priorities, ensuring service delivery reflects organisational goals.
- Demonstrate comprehensive knowledge of the Mental Health and Wellbeing Act 2022 and its application to practice.
- Apply behaviours that support thorough risk assessment and management, safeguarding consumer safety and wellbeing while fostering a therapeutic environment.
- Utilise trauma-informed practice and recovery principles as a foundation for care delivery.
- Recognise and value the importance of lived experience and carer involvement in consumer care, actively incorporating these perspectives into practice.
- Contribute to service development by participating in continuous improvement initiatives and identifying opportunities for innovation.
- Using evidence-based practice, participate in evaluation of the progress of individuals and groups towards expected outcomes and reformulation of care plans.
- Contribute to adverse event investigations, and undertake individual and team-based reflective practice
- Participate in new initiatives to enhance patient and 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 patients/consumers and teams



Education & Learning

- Demonstrate responsibility for ongoing Continuing Professional Development (CPD), actively maintaining a CPD portfolio in line with professional standards.
- Participate in continuous learning opportunities and contribute to the development of up-to-date educational resources for consumers, families and carers.
- Support new staff through orientation, buddy roles and formal preceptorship, fostering a positive and supportive learning environment.
- Showcase professional achievements and improvement activities to promote shared learning and innovation.
- Provide timely, constructive feedback to students, early career and novice staff, supporting their professional growth.
- Seek feedback on personal practice, including active participation in annual performance

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discussions, as part of a commitment to reflective practice.

- Share knowledge and expertise with colleagues through both informal and formal forums such as huddles, in-services, presentations, education forums and team meetings.
- Consistently demonstrate and promote Western Health's values in all professional and educational activities.



Clinical expertise

- Effectively assess and/or screen consumer referrals, making clinically informed decisions regarding the appropriate course of action in consultation with colleagues and the multidisciplinary team (MDT).
- Assess and provide evidence-based interventions for consumers experiencing a range of mental illnesses.
- Demonstrate advanced knowledge of clinical and environmental risk assessment, applying strategies to ensure the safety of both staff and consumers.
- Undertake thorough assessment and review of consumer physical health needs as part of holistic care.
- Apply a high level of knowledge of pharmacotherapies, their potential side effects and medication safety within a Hospital at Home environment.
- Coordinate medical, psychosocial and legal aspects of care delivery to ensure integrated and comprehensive treatment.
- Maintain high-level communication skills, ensuring accurate and timely documentation of all clinical work in accordance with Western Health policy and procedure.
- Allocate resources and workload effectively, taking into account consumer risk and staff skill mix.
- Demonstrate accountability for personal safety and wellbeing, and contribute to a safe workplace for others by working within scope of practice and seeking support when required.
- Facilitate appropriate referrals, admissions and linkages, including to inpatient units, residential settings (e.g. PARC), or other community mental health teams as clinically indicated.
- Deliver culturally responsive, family-inclusive services tailored to individual consumer needs.
- Exhibit strong leadership and dynamic problem-solving skills, acting as a positive role model consistent with Western Health values.
- Perform other nursing 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:

- Divisional Director, MHWS
- Director of Clinical Services, MHWS
- Director of Nursing, MHWS
- Deputy Director Operational Performance and Transformation, MHWS
- Nurse Unit Manager (NUM) WHMH at Home
- RPN3s
- Operational Managers, Acute, Community and Specialist Services
- Program Managers
- Lead consultant psychiatrist and medical staff
- Multidisciplinary team members
- Clinical Nurse Educators and Senior Mental Health Nurses
- Access Coordinator

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- Transition Discharge Coordinators
- Emergency Mental Health
- Community Case Managers
- Best Care Coordinators
- Lived and living experience workforce
- Administration and support staff
- Western Health, Hospital in the Home

External:

- Community services and primary care providers – GPs, Private Psychiatrists, AOD Services, Mental Health Community Support Services
- Consumers, families and others as required
- Safer Care Victoria
- Mental Health and Wellbeing Commission
- Victoria Police and Ambulance Victoria
- Work Safe Victoria
- NDIS Providers
- Office of the Chief Psychiatrist

Selection Criteria

Essential:

- Current registration as a Registered Nurse with AHPRA
- Postgraduate Diploma or Master's qualification in Mental Health Nursing (or equivalent).
- Extensive clinical experience in mental health, particularly within acute community and/or inpatient settings.
- Comprehensive knowledge of the Mental Health and Wellbeing Act 2022, Victorian mental health legislation, and contemporary mental health service frameworks.
- Demonstrated expertise in recovery-oriented practice, trauma-informed care, and least restrictive practice principles.
- Highly developed communication skills, with the ability to engage effectively and empathetically with consumers, carers, and team members.
- Proven ability to contribute effectively within a multidisciplinary team while maintaining autonomy and accountability in independent practice.
- A compassionate, motivated, and values-driven mental health professional committed to improving outcomes and experiences for consumers and their families.
- Demonstrated resilience, adaptability, and a strong consumer-focused approach to care.
- Current Victorian Driver's Licence.

Desirable:

- Proficiency in a community language.
- Advanced computer and digital literacy skills.
- Knowledge of Area Mental Health Services (AMHS) and evidence-based interventions for managing high-risk or complex consumer behaviours.
- Experience collaborating with primary health care providers and community-based services to support integrated care.

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Leadership Capabilities	
Leadership Capability	Definition
Action oriented	Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
Directs work	Providing direction, delegating, and removing obstacles to get work done
Ensures accountability	Holding self and others accountable to meet commitments
Manages conflict	Handling conflict situations effectively, with a minimum of noise
Develops talent	Developing people to meet both their career goals and the organisation's goals
Communicates effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
Instils trust	Gaining the confidence and trust of others through honesty, integrity, and authenticity
Being resilient	Rebounding from setbacks and adversity when facing difficult situations
Additional Requirements	
<p>All employees are required to:</p> <ul style="list-style-type: none"> • 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, 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 • Work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities. 	
General Information	
<ul style="list-style-type: none"> • Redeployment to other services or sites within Western Health may be required • Employment terms and conditions are provided according to relevant award/agreement 	

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- 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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