

POSITION DESCRIPTION

Position Title:	Mental Health Clinician – Intake
Business Unit/Department:	Mental Health Services
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement; Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Registered Psychiatric Nurse – Grade 3 Occupational Therapist – Grade 2 Social Worker – Grade 2; Psychologist – Grade 2
Reports To:	Manager – MH&W Outer Community Team
Direct Reports:	N/A
Date Prepared/Updated:	11 December 2025

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.

The intake clinician will provide recovery orientated community mental health services in our intake function. The intake function is often the first point of contact for many people or services seeking advice or a referral to the service. The intake clinicians review, assess and monitor referrals to the service. They provide face to face assessment, immediate support to people who walk into the service, they have an extensive knowledge of external services and will liaise with others to ensure the person gets their needs met by the most appropriate service in a timely manner.

The role includes a combination of administrative duties and direct clinical work therefore effective organisational skills are a must. Intake is a dynamic service so an ability to adapt to different situations is a key skill for this role.

Business Unit Overview

Western Health's Mental Health and Wellbeing Service (MH&WS) provides a comprehensive range of specialist mental health services to people who reside in the local government areas of Melton, Brimbank, Maribyrnong and parts of Hume (Sunbury/Bulla). We deliver specialist clinical programs across Adult and Aged Community Services, EMH/PARC/CL psychiatry, St Albans Community Care Unit and our Adult Mental Health Rehabilitation Unit and Adult and Aged Acute Inpatient Unit.

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<p>The MH&W service is situated in a growth corridor where continuous development, service expansion and innovative new programs are on the rise. Outer Community team is one of the MH&W adult mental health programs and responsible for community mental health care of consumers living in the city of Melton and some suburbs of Brimbank.</p>
<p>Key Responsibilities</p> <ul style="list-style-type: none"> • Work in your scope of practice and seek help where required. • Capacity to effectively assess and screen consumer need/referrals and make clinically informed decisions regarding the appropriate course of action, consulting colleagues/external services as required. • Undertake duty function, supporting registered consumers when their regular treating team is unavailable. • Ability to clearly document clinical decisions in a number of online platforms. • Coordinate care as appropriate by communicating and advocating for the consumer and their family/carers with programs and external service providers. • Work within the Mental Health Wellbeing Act 2022 as required. • Actively contribute to the team dynamic and culture. • Potential responsibility for a team-based portfolio and associated tasks/activities. • Continue to learn through mandatory training and other learning activities. • Seek feedback on your work including participation in annual performance discussion. • Effectively utilise relevant electronic systems to maintain appropriate documentation for all client contact. <p>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.</p>
<p>Key Working Relationships</p> <p>Internal:</p> <ul style="list-style-type: none"> • Community Team Manager • Community Team Leaders • Consultant Psychiatrists • Multidisciplinary Team • Administration staff • MH&W clinical programs <p>External:</p> <ul style="list-style-type: none"> • Centralised Triage • Non-Government agencies, drug and alcohol services and primary health providers. • General Practitioners • Private Psychiatrists and Psychologists • Primary health network and other stakeholders • AOD • Housing and homelessness services • Relationship services • Consumers • Family and carers
<p>Selection Criteria</p> <p>Formal Qualifications: <i>Occupational Therapists:</i></p> <ul style="list-style-type: none"> • 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

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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:

- Experience, minimum 2 years, in the provision of clinical services in a high demand environment with consumers who have complex needs.
- Solid understanding of consumer Rights and Responsibilities, and the ability to facilitate consumers to make informed choices for recovery.
- Knowledge of AMHS's and appropriate evidence-based interventions/ management of high risk and complex consumer behaviour.
- Understanding of practical application of your professions Code of Ethics
- Understanding of Legislation pertinent to the provision of mental health services and in particular the Mental Health and Wellbeing Act (2022) and of policies and strategic directions of Public Mental Health Services
- High level of reliability and professional conduct
- Experience working collaboratively with primary health care providers and relevant community services
- Good interpersonal and communication skills (written and verbal) and the ability to problem solve, negotiate and communicate with staff, consumers and other service providers.
- Ability to work with clients from a range of cultural backgrounds within a recovery-based service delivery framework inclusive of gender sensitivity and family-based practice
- A current Victorian Drivers' License and capacity to drive work vehicles
- Comply with all legal requirements pertaining to the position including responsibility for maintaining current registration as required by your professional organisation

Desirable:

- Ability to speak a community language
- Advanced computer skills

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

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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
- 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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