

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond to individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Senior Mental Health Clinician - Intake/Duty Clinician
Business Unit/Division:	Mental Health Division – North West Area Mental Health – Hume Community Mental Health Team
Award Agreement:	Victoria Public Mental health Services Enterprise Agreement 2024-2028
Classification:	Grade 4 Occupational Therapist/Social Worker/RPN, Grade 3 Psychologist
Employment Type:	Ongoing Part Time (40 hours)
Reports to:	Community Team manager
Date Prepared/Updated:	May 2026

ROLE STATEMENT

General Role Statement:

The Intake/Duty Clinician supports the team by providing assessments (telephone and face to face) for both non-registered and registered consumers (whose treating team are not available) and triages as appropriate. The clinician assists team leaders in managing workflow for the day.

This position is responsible for:

The Intake/Duty Clinician facilitates a timely and appropriate response to referrals from other Area Mental Health Services, GP's and Private psychiatrists into the clinic and provides referrers with a helpful, proactive and solution focussed approach/outcome. The Clinician provides support to the Team Leaders in appropriate allocation of consumers to treating teams and ensures referrals to the acute function of the team are received in a timely manner

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

- Provision of a high level of clinical expertise in screening referrals, risk assessment, gathering relevant collateral information and engaging with consumers and their family/carers
- Undertake initial assessments over the telephone and face to face when required
- Prioritise referrals and communicate effectively to ensure requests for service are dealt with in a timely and efficient manner
- Provide referrers with a helpful, proactive and solution focused approach, feedback on outcomes and understanding the needs and preferences of the person and their carer/family
- Assist and support referrers in linking with alternative community resources or agencies, other NWMH services, external agencies and service providers and work collaboratively with these services
- Provision of user-friendly, accurate, relevant information to consumers, carers and families.
- Being accessible, flexible and responsive to the needs of the local community
- In conjunction with Team Leaders have an oversight and responsibility of the workflow of the clinic including intake and discharge and direction to staff where needed.
- Maintenance of relevant referral and allocation databases
- Assist in the provision of primary, secondary and tertiary consultation services, community development and education, liaison and linkage to other agencies that also provide support to people with a mental illness
- Promote a friendly, respectful and collaborative environment within the Community Team and across the AHMS
- Contribute to the ongoing development and maintenance of a therapeutic environment and a collaborative team atmosphere.
- Appropriate delegation of tasks during peak periods
- Ongoing identification of professional development goals & pursuing opportunities for learning as well as participating and contributing to ongoing professional development activities and in-service training.
- Assistance with clinical fieldwork placements to students and participate in the education and training of students of other disciplines.
- Provision of advanced clinical advice and supervision to other staff of the service
- Provision of and participation in supervision, line management, orientation and support to staff of NWAMHS.
- Contribution to strategic activities, as required – strategic, workforce, research and quality planning

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

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- Registration with Australian Health Practitioner Regulation Agency (all disciplines except Social Work).

- RPN: Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing recognised by the Nurses Board of Victoria.
- Occupational Therapists - Registration with the Occupational Therapy Board of Australia and 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.)
- Social Workers - An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers
- 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)

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: