

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 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:	Recovery Community Mental Health Clinician
Business Unit/Division:	North West Area Mental Health Service – Merri-bek Community Team
Award Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024–2028 / Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement 2021–2024
Classification:	SW3, P2, OT3, RPN3
Employment Type:	Part Time Ongoing
Reports to:	Community Team Manager
Date Prepared/Updated:	31/07/2026

ROLE STATEMENT

General Role Statement:

Within the Northern Health - Mental Health Division, North West Area Mental Health Service provides a comprehensive range of psychiatric services to people who reside in the local government areas of Merri-bek and Hume.

The Community Team provides intensive quality mental health services to adults experiencing serious mental illness requiring assessment, treatment and care and co-ordination services within an integrated model. The community team also provides the Police and Clinician Emergency Response (NWPACER) service to the areas of Hume and Merri-bek in collaboration with local Victorian Police services. The team utilises a Recovery focussed, bio-psychosocial service delivery framework in providing services in collaboration with consumers, carers, and other clinical and support services. Specialty profession specific services are also provided.

The Community Mental Health Clinician works with the wider multidisciplinary team providing case management and specialist mental health assessment and intervention whilst also providing key functions for designated consumers and their families carers including:

- Being the single point of contact within the Community Team;
- Building a therapeutic alliance with the consumer and family/carers;
- Understanding the needs and preferences of the person and their carer/family;
- Maximising participation in collaborative recovery and wellness planning;
- Delivering targeted interventions;
- Coordinating care as appropriate by communicating and advocating for the consumer and their family/carer with the Community Team and external service providers;
- Assessing family capacity, needs and preferences and provide support through psycho-education; and

The Community Mental Health Clinician will be supported to utilise their discipline specific skills within their work and will have an active role in clinical review discussions, treating team reviews, completion of relevant documentation and participating in ongoing professional development.

With support of the Acute function of the team the clinician will also provide acute assessment and intervention for the consumers on their caseload when needed.

There is the option of portfolio/special interest work depending on clinician expertise/interest and needs of the team

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

Clinical Care

- Work within your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Provision of screening referrals, risk assessment, gathering relevant collateral information and engaging with consumers and their family/carers
- Prioritise referrals and communicate effectively to ensure requests for service are dealt with in a timely and efficient manner
- Undertake assessments in the least restrictive environment and contribute to the implementation, monitoring and evaluation of treatment objectives
- Undertake alcohol and other drug screening, assessment, treatment planning, brief interventions with clients who have co-occurring mental health and substance use disorders (dual diagnosis)
- Demonstrate behaviours that support a Recovery approach to care. This includes (but is not limited to) demonstrating:
 - An understanding of the philosophical foundations, processes and environments that support recovery;
 - An ability to support and facilitate consumers' use of resilience and strength so that they might experience positive self-image, hope and motivation, and be supported to live the lifestyle and the culture of their choice;
 - A knowledge of major types of treatments, therapies and targeted interventions and their contributions to innovative recovery-oriented service delivery approaches;

- A communication style that shows respect for consumers and their families/carers, and an ability to manage relationships so they will facilitate recovery;
- A knowledge of consumer Rights and Responsibilities, and the ability to facilitate consumers to make informed choices for recovery;
- An awareness of issues relating to cultural diversity, and how these may influence service choices and delivery; and
- A knowledge and ability to facilitate consumer and family/carer participation at all levels within the service.
- Utilise a supported decision making framework when working with consumers and carers

Organisation-Wide Contribution

- Work collaboratively with colleagues across all Northern Health teams.
- Complete accurate and timely health service data and statistical information as directed, within nominated timelines
- Provision of clinical advice and supervision to other staff of the service
- Participation in supervision, line management, orientation and support to staff of NWAMHS
- Continue to learn through mandatory training and other learning activities.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Take reasonable care for your safety and wellbeing and that of others.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing

Diversity and Inclusion

- Support achievement of Northern Health's Cultural responsiveness plan
- Demonstrate the Northern Health Values

Innovation and Culture Change

- Contribute to the ongoing development and maintenance of a therapeutic environment and a collaborative team atmosphere.
- Promote a friendly, respectful and collaborative environment within the Community Team and across the AHMS

SELECTION CRITERIA

Qualifications, Registrations and Qualities

- Occupational Therapists:
 - a. Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
 - b. 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:
 - a. 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:
 - a. Registration as a registered nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
 - b. 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:
 - a. An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.

Essential

- Commitment to the Northern Health Values
- Demonstrated capacity for initiative and an ability to work appropriately with limited direction.
- Demonstrated skills in the principles and practice of working with people with severe psychiatric disorder.
- Commitment to working with clients from various ethnic backgrounds.
- Demonstrated commitment to ongoing professional development.
- Comply with all legal requirements pertaining to the position including responsibility for maintaining current registration as required by your professional organisation or other applicable Acts.
- A current Victorian Driver's Licence
- Current National Police and Working with Children History Check.

Experience

- Previous experience providing assessment and intervention to consumers with a serious mental illness
- Previous experience in a public mental health service is desirable but not essential
- 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.

Knowledge, Skills and Behaviours

- Knowledge of the Mental Health Act and other relevant legislation.
- Ability for liaison, collaboration and negotiation with other service providers, consumers and carer groups and other community agencies.
- Demonstrated experience and skill in working as a member of a multi-disciplinary team.
- Highly developed written and verbal skills.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature: Date:

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