

Position Description

Position title	Social Worker – Graduate and Early Career Program
Reporting to	Mental Health Clinical Lead
Employment status	Full Time Maximum Term Contract
Classification	Health Professional Level 1
Team/Service	Neami Mental Health and Wellbeing Service – Whittlesea (South Morang)
Direct reports	N/A
Date	October 2025

PROGRAM OVERVIEW

The Mental Health and Wellbeing Local is an innovative solution to deliver on the compelling vision outlined through the recommendations of the Royal Commission into Victoria's Mental Health System (RCVMHS). Delivered in partnership with Uniting VicTas, Drummond Street Services, and Victorian Aboriginal Health Services (VAHS). The Local brings together three leading providers with extensive experience and success in the delivery of community-based care.

The Mental Health and Wellbeing Local provides a 'no wrong door' approach and support members of the community to be connected to the right support. The centre will provide a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Relational Practice (CRP). The Local has a strong focus on lived experience and will support high engagement within a transdisciplinary team.

The Mental Health and Wellbeing Local operates Monday to Saturday, and on Sundays by appointment. This position is on a rotating roster and shifts will be either 08:30 -16:36 or 10:00 -18:06 on business days (Monday to Friday).

POSITION OVERVIEW

This role has been made available through the Victorian Governments Mental Health and Wellbeing Locals Graduate and Early Career Program. This Social Worker — Graduate and Early Career Program (GSW) role provides the opportunity to commence an early clinical career within Mental Health and Wellbeing Local Services. This position represents a unique pathway into the mental health sector and will provide an opportunity for those with diverse skills and backgrounds to begin their mental health workforce journey. This role includes the exclusive opportunity to have in depth clinical support, rotational experiences all whilst developing clinical skills in a dynamic mental health setting.

The GSW will learn to draw upon their developing skills to engage with consumers, treatment teams, Lived Experience staff and family/friends/carers to provide high quality supports. The GSW will be working closely with qualified clinicians to develop clinical learning goals, skills, and knowledge. The GSW will report to a Clinical Lead, of the same discipline, who will provide regular supervision and clinical guidance.

THE POSITION

Key Responsibilities, Duties and Accountabilities

- Engage consumers to develop trusting and professional relationships.
- Providing support through a range of means, including the provision of outreach and centre-based activities.
- Work within a holistic framework considering the needs of the consumers, family, carers, and other members of the community to ensure tangible outcomes.
- Promote Neami’s culture of practice, which is underpinned by the principles of CRP. Ensure that a person-centred approach is used at all stages of the consumers journey.
- Actively contribute as a team member to the delivery of integrated mental health service delivery with the aim to support consumers and promote CRP more effectively.
- Actively encourage and support consumers and carer participation and leadership within the service and ensure feedback processes are used including processes for resolving complaints.
- Provide high quality service delivery at all stages in the consumer pathway.
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service.
- Participate in the monitoring, review and innovation of service delivery within a quality and safety framework.
- Ensure incident and critical incident reporting occurs in accordance with guidelines.
- Work and act independently within the parameters of the role, demonstrating professional autonomy and an ability to decide when it is appropriate to refer to the Clinical Lead, Clinical Service Manager or other Senior staff for guidance.
- Regular engagement in supervision with a qualified clinician to develop clinical knowledge, skills and practice.

Participate fully as a team member

- Actively participate in reflective practice through, decision-making processes, service planning sessions, supervision, and staff development activities.
- Using the team approach to support work, cooperate closely with team members to ensure continuity of care and provision of a comprehensive service to consumers.
- Assist the team to further develop best practice, review and develop policies, and project submissions.
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers and carers.
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future.
- Foster a learning environment by participating in reciprocal guidance and coaching with other staff to share discipline knowledge and develop and inform your own practice by drawing on the expertise and insights of other staff.

Working with community partners

- Seek to learn about consumers interests, their connections with family and friends and work together with consumers to build their capacity to be part of their community.
- Involve carers, family and friends as identified by the consumer in collaborative care planning for the consumer.
- Work closely with the Mental Health & Wellbeing Service transdisciplinary team to deliver the best possible comprehensive service to consumers.
- Work closely with first responders, community mental health teams, emergency departments and referral services to create opportunities for consumers to participate in community activities.
- Facilitate positive outcomes for consumers and carers through strong operational partnerships with public and private mental health services and other key stakeholders.
- Maintain strong working partnerships with the public and private Mental Health Services to ensure a collaborative approach to intake, escalation and exit and the effective operation of Neami Mental Health & Wellbeing Service.

Service development

- Through service delivery and in collaboration with partners, staff and consumers identify service gaps and contribute to the development of appropriate solutions to address these gaps.
- Actively participate in the assessment, planning, implementation and evaluation of the Service.
- Ensure the service is provided in a manner which is accessible to CALD and First Nations community members and contribute to the development and implementation of strategies to monitor and review the level of accessibility.
- Contribute to the development of policies relevant to Local Mental Health & Wellbeing Service (internally and externally) in line with Neami aims and objectives and contract requirements.
- Undertake projects that contribute to the overall development of the organisation as decided by the Service Manager or other Management Team members.

Records Management

- Commitment to understand consumer data requirements and the role of data, monitoring, evaluation and research activity in organisational culture, operations and strategy.
- Commitment to support activities related to planning, collection, analysis, reporting and use of consumer data.
- Use of data, monitoring, evaluation and research to continuously improve service provision, organisational functioning and the strategic directions.
- With team members, collect information on community resources.
- Implement Neami Risk Management Framework at the Mental Health & Wellbeing Service and ensure timely response to any identified risks related to staff and or consumers.
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up to date.

ORGANISATIONAL ACCOUNTABILITIES

- Always act in accordance with the Neami National code of conduct.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management.
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes.
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values.
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.
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- Have a commitment to the safety and wellbeing of children and young people
- Work in line with Neami Credentialing and Scopes of Practice Policy and related procedures, including working within your individual scope of practice

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Evidence of completion of tertiary qualification in Social Work from an approved institution.
- Registration as a Social Worker with the Australian Association of Social Workers (AASW).
- An appropriately qualified graduate who has not completed a graduate program and is in their first 1-2 years of professional practice.
- A valid and current Working with Children Check.
- National Criminal History Check (Police Check)
- A valid and current Australian Driver's license.
- Access to a roadworthy and insured vehicle which can be used for work purposes.

Desirable

- Experience working within a mental health setting.
- Knowledge of local services particularly relevant to designated program area.
- Knowledge of Occupational Health, Safety and Welfare Act, policies and practices with the ability to assess and manage clinical, work health and safety, quality & organisational risk.
- Knowledge of Equal Opportunities Legislation, policies, and practices.
- Knowledge of Professional Codes of Conduct and Ethics: aware of and practicing within relevant Federal and State Legislation and the relevant Professional Code of Practice, Conduct and Ethics.

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.