

Position Description

Position Title	Clinical Lead
Reporting To	Clinical Service Manager
Employment Status	Part Time Permanent
Classification	Health Professional Support Services Level 3 or Nurses Award Level 3
Team/Service	VIC Local Whittlesea
Direct Reports	Mental Health Clinicians
Date	May 2026

PROGRAM OVERVIEW

Neami's Mental Health and Wellbeing Service (MH&WS) 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 and Drummond Street Services (Drummond St), MH&WS brings together three organisations that are leading providers with extensive experience and success in the delivery of community-based care.

MH&WS will provide 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 Recovery Model (CRM). MH&WS will have a strong focus on lived experience and will support a high engagement, multi-disciplinary team model.

The Neami MH&WS operates Monday to Saturday, and on Sundays by appointment.

Hours of work for this position will be in accordance with a 7 day per week operating roster which may include weekends and public holidays depending on service operational requirements.

POSITION OVERVIEW

The Mental Health Clinical Leads are exciting roles responsible for leading clinicians to deliver high quality services to consumers experiencing mental health crisis presenting to Neami Mental Health & Wellbeing Service.

As a Registered Mental Health Nurse or Mental Health credentialled Allied Health worker, the Clinical Lead will draw on their discipline skills to oversee Clinicians in their engagement with the consumer, the consumer's treatment team, Neami and partner associate staff and family/friends/carers to provide high quality assessments and interventions aimed at improving mental health outcomes for consumers accessing the Neami Mental Health & Wellbeing Service.

The Clinical Lead will have oversight of the IAR, clinical assessments, collaborative care plan formulation and execution in collaboration with the multidisciplinary team.

Neami holds a high standard of leadership and expects the Clinical Leads to lead and maintain a positive culture, quality coaching, supervision and to motivate high performance with their reporting managers and their teams. The role also involves oversight of evaluation & reporting; contract, regulatory & organisational compliance; resource management; service development; sector leadership and continuous quality improvement.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Service Delivery

- Provide clinical oversight for and positive leadership of the clinical mental health team, to ensure all staff within the team work together to achieve excellence in service delivery, within the available resources.
- Facilitate a strong clinical governance culture within the team, where each practitioner takes responsibility for their own decision making and quality improvement activities, whilst supporting the clinical governance framework of Neami, including monitoring and evaluation to ensure Neami's internal audits and external accreditation requirements are met.
- Promote Neami's culture of practice, which is underpinned by the principles of Collaborative Recovery. Ensure that a person-centred approach is used in the provision of intake, assessment and referral services.
- Provide services that are consistent with Neami's Clinical Governance Framework.

- Work within the parameters of Neami’s policies and procedures in addition to any professional codes of conduct.
- Actively contribute as a team member to the delivery of integrated mental health service delivery with the aim to more effectively support consumers and promote the recovery model.
- 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.
- 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 Service Manager

Clinical Services

- Assess and screen referrals using appropriate tools, policies and procedures.
- Provide information about mental health and available services
- Providing support through a range of means, including the provision of outreach and centre based activities.
- Work collaboratively with consumers and their families to identify their mental health (and where appropriate, general health) needs.
- Coordinate therapeutic interventions by formulating shared treatment plans in collaboration with the consumer, multi-disciplinary staff team and external workers and agencies, including making internal and external referrals as needed.
- Support the continuity of care and information flow between consumers, staff and external workers and agencies.
- Participate in psychiatric assessment with clients where appropriate.
- Provide individual clinical interventions to a consumer as required

Partnerships and Community Engagement

- Facilitate positive outcomes for consumers and carers through strong operational partnerships with public and private mental health services, primary health services, and other key stakeholders.
- Maintain strong working partnerships in particular with the public and private mental health services and primary health to ensure a collaborative approach to the effective operation of the Neami Mental Health & Wellbeing Service.

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- Develop and maintain strong working partnerships with local community services to facilitate collaborative delivery of services.

Service Development – alongside the Lived Experience Lead

- 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 Aboriginal and Torres Strait Islander community members and contribute to the development and implementation of strategies to monitor and review the level of accessibility to diverse community members.
- Contribute to the development of policies relevant to the Neami 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 Clinical Service Manager or other Neami senior management.

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Participation within the multi-disciplinary team

- Constructively participate in supervision, formally and informally with the Clinical Service Manager
- Constructively participate in regular external professional discipline supervision, as directed by Neami.
- Support the induction and orientation of new staff members at Neami Mental Health & Wellbeing Service as required from time to time.
- 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.
- Participate in a bi-annual performance review.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities.
- Raise and seek to resolve any areas of conflict or dispute with other staff in an open, honest and respectful manner.
- Support Neami efforts in reducing our impact on the environment and work towards a sustainable future.

Relationship and Community Engagement

- Assist the Clinical Service Manager in directing the development or expansion of community engagement activities that promote good mental health and wellbeing in the community.
- Timely review and approval of relevant program information, documents and marketing materials for distribution within the community.
- Identify and employ strategies to develop and maintain relationships and communication with external stakeholders, referrers and governing bodies.
- Sit as a member of community committees and networks as required.

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National Code of Ethics
- 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

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Formal tertiary qualification in Psychology, Social Work or Occupational Therapy or Registered Mental Health Nurse
- Accredited registration with a professional governing body such as AHPRA, APS, AASW
- A valid Working with Children Check
- A valid Police Check
- A valid and current Australian Driver License and access to personal vehicle
- Proven experience at managing clinical teams within the area of mental health service delivery
- Demonstrated skill in the application of recovery-based approaches in a clinical setting
- Experience working as a member of a multi- disciplinary team with the ability to inspire and facilitate team commitment and cooperation
- Demonstrated experience in preparation of reports with recommendations
- Experience working across a range of Commonwealth and State funded mental health programs and ensuring program implementation in line with funding requirements and contracts
- Demonstrated ability to form and nurture partnerships with government and non-government mental health, emergency and community service providers
- All staff are required to adhere to the Neami Mental Health & Wellbeing Service immunisation policy directives to minimise the risk of vaccine preventable diseases in order to protect workers, other employees, consumers and visitors.

Desirable

- Knowledge of local services particularly relevant to designated program area
- Knowledge of Occupational Health, Safety 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.