



Position Description

Position Title	Mental Health Clinician
Reporting To	Service Manager
Employment Status	Full Time, Permanent
Classification	Health Professional Support Services Award Level 2 or Nurses Award Level 2
Team/Service	Women's Health and Wellbeing Service – Townsville
Direct Reports	N/A
Date	June 2026

PROGRAM OVERVIEW

Women's Health and Wellbeing Service is located in Townsville and provides services to Ayr, Ingham, Charters Towers and the Townsville area. The service offers support for women and non-binary people aged 16 years and over and prioritises those who have experienced domestic, family and gender-based violence. The tailored and holistic support helps women to improve their wellbeing through trauma-informed counselling, case management and capacity-building supports. Support is confidential and free. We recognise that disrespect toward women and non-binary people can lead to gender-based violence, which can profoundly affect self-esteem, identity, and emotional wellbeing. We use the Collaborative Recovery Model (CRM), which focuses on peoples' strengths and supports collaboration and independence. This approach involves staff working alongside people to identify their strengths and priorities to improve their overall wellbeing.

POSITION OVERVIEW

As a Mental Health Clinician, you will have a minimum of 2 years mental health and/or community services experience as a registered and accredited Psychologist, Social Worker, Occupational Therapist or Nurse. This role will have a strong domestic, family and sexual violence focus and while it will support women and non-binary people towards recovery, it will also work with children and their families to break the cycle and implement preventative approaches.

You will work as part of a recovery-focused team inclusive of lived experience and peer support workers. Drawing on your disciplinary skills, you will engage with consumers to provide evidence based psychological therapies and clinical interventions, and where required work with the consumers allied health or medical team, other domestic and family violence specialist services including the high risk team

and other consumer supports aimed at improving positive outcomes to support the consumer's journey towards recovery. You will play an active role in disciplinary knowledge sharing with your colleagues and creating a reciprocal learning environment within the team.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Engage consumers and develop trusting and professional relationships.
- Engage consumers, using a trauma informed, strengths-based, and recovery focussed approach
- Complete comprehensive mental health and/or DFSV assessments utilising Neami's philosophy of co creating safety
- Develop collaborative care plans with consumers
- Demonstrated experience in providing a range of interventions that are trauma informed, strength based, and recovery focussed. This experience must be utilising evidence based psychological therapies
- Work within a holistic and collaborative framework considering the needs of the consumers, family, carers, and other members of the community to ensure tangible outcomes.
- Actively encourage and support consumer and carer participation
- Facilitate group interventions focused on a range of treatment modalities including psychoeducation, trauma-informed care, evidence based psychological therapies, and other therapeutic interventions as required.
- Support referral to appropriate specialist services and assist consumers to exit from the service on achievement of goals.
- Actively contribute to the delivery of integrated mental health and DFSV services
- Actively contribute to working in a multi-disciplinary team
- Follow all WH&S procedures to ensure safe work practices.
- Promote Neami's culture of practice, which is underpinned by the principles of Collaborative Relational Practice (CRP). Ensure that a person-centred approach is used in the provision of interventions at all stages of the consumer journey.
- Ensure feedback processes are used including processes for resolving complaints.
- 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.
- Provide services that are consistent with the Neami Clinical Governance Framework
- 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 Service Manager, or other Senior staff for guidance.

Participate fully as a team member

- 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.
- Actively participate in reflective practice through, decision-making processes, service planning sessions, 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.
- 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 the consumers interests, their connections with family and friends and work together with consumer to build their capacity to be part of their community.
- Work closely with the WHWS team to deliver the best possible comprehensive service to consumers.
- Maintain strong working partnerships with the community and other key stakeholders to ensure a collaborative approach to the effective operation of WHWS and its consumers

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 Children and Families, CALD, LGBTQI+, and Aboriginal 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 WHWS (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 Leadership Team members.

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.
- 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

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 a timely manner accordance with Neami Group policies to ensure safe and effective services for staff and consumers
- 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.
- Have a commitment to the safety and wellbeing of children and young people
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice
- 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, Occupational Therapy or Nursing
- Accredited registration with a professional governing body such as AHPRA, AASW, ACA

- Proven minimum two years clinical experience to apply evidence-based psychological therapies and interventions, including understanding of the underlying social impacts on DFSV
- Experience working as a member of a multi- disciplinary team with the ability to inspire and facilitate team commitment and cooperation.
- Demonstrated ability to form and nurture partnerships with government and non-government community service providers.
- A valid Working with Children Check
- A valid Police check
- A valid and current Australian Driver License

Desirable

- Demonstrated experience in working with Children Youth and Families, and applying evidence based psychological therapies
- Demonstrated experience in working with people across the life span
- 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 the Child Protection Act, Mental Health Act and DFSV legislation
- 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.