

Position Description

Position Title	Mental Health Clinician
Reporting To	Clinical Services Manager
Employment Status	Part-Time, Permanent
Classification	Health Professional and Supports Services Award 2020 Level 2 or Nurses Award 2020 Level 2
Team/Service	Medicare Mental Health phone service, Brisbane South Currently based at Logan. Moving to Mt Gravatt in 2026
Direct Reports	Nil
Date	June 2026

PROGRAM OVERVIEW

Medicare Mental Health, phone service is funded by Brisbane South Primary Health Network (BSPHN). Medicare Mental Health is an accessible and welcoming central intake and assessment service that will connect people to the most appropriate services that meet their identified needs. This may include a referral to a Medicare Mental Health Centre, other available local PHN-commissioned services, jurisdictional services, online or private services.

This is a phone-based service, taking direct incoming referral calls through an established 1800 mental health intake number. Utilising the Initial Assessment and Referral Decision Support Tool (IAR-DST) to support a nationally consistent evidence-informed initial assessment and referral process, the team is made up of clinical and non-clinical staff who receive enquiries and support people to reach the appropriate service. The IARDST can be used by trained triage workers following in initial more comprehensive clinical assessment to determine the level of response required from their or another service. Choice and agency for consumers will be prioritised when connecting people to services.

The service will be staffed and operational during core business hours (8:30am to 5pm Monday to Friday). Mid-year, it is planned that the service will co-locate with the regional Hospital and Health Service mental health triage service and move sites.

POSITION OVERVIEW

The Mental Health Clinician (MHC) provides high quality, person-centred care as part of a transdisciplinary team, supporting consumer wellbeing, safety and positive health outcomes across community and/or clinical settings.

Practising autonomously within their professional scope, the MHC delivers high quality mental health care including intake, assessment, triage, referral, care coordination and evidence based psychological therapies relevant to the program. The role integrates therapeutic engagement and health education, while promoting trauma-informed, and culturally safe practice.

The MHC contributes to service quality, safety, and continuous improvement initiatives, and may provide clinical guidance and oversight where relevant to the program.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Service Delivery

- Provide support to consumers in alignment with Neami’s Collaborative Relational Practice (CRP) and Co-creating Safety approach.
- Deliver high-quality mental health intake, assessment, triage, and referral services, applying appropriate clinical tools and professional judgement, in line with program requirements.
- Deliver evidence informed therapeutic interventions as required (including Focused Psychological Strategies where relevant, trained and appropriate to discipline and credentialing requirements).
- Facilitate the delivery of care coordination services in collaboration with transdisciplinary teams.
- Deliver evidence based, trauma informed interventions in accordance with scope of practice.
- Lead collaborative safety planning in partnership with consumers, applying crisis assessment and evidence-based practice; document and review plans as required.
- Identify and report risks and respond appropriately to mental health deterioration, behavioural escalation, or crisis events.
- Maintain and strengthen urgent care and escalation pathways, including timely escalation to relevant services and provision of clinical support to the transdisciplinary team.
- Support a strong clinical governance culture through reflective practice, practitioner accountability, sound clinical decision-making, and continuous quality improvement activities.
- Contribute to training, mentoring, and information sharing to support effective day-to-day team practice.
- Provide clinical input, secondary consultation and case review to support program staff as required.
- Work collaboratively with consumers to understand their interests, strengths, and social connections, supporting capacity-building and community participation.
- Support consumers with skill-building strategies to promote recovery and wellbeing.

- Ensure culturally responsive care is provided using interpreters where required and adaptation of interventions to meet individual needs.
- Support the development and maintenance of strong relationships with referral partners and local organisations to enhance sector integration and continuity of care.
- Provide information, support, and education to families and carers as appropriate.
- Undertake comprehensive documentation and structured clinical handover in accordance with program requirements.
- Participate in service audits, incident reviews, and quality improvement activities as required.
- Undertake additional clinical responsibilities as required, consistent with the scope of the role as delegated by the Clinical Lead.
- Work independently within role parameters, demonstrating professional autonomy and sound judgement, including appropriate consultation and escalation to senior staff when required.

Participate Fully as a Team Member

- Maintain a good working knowledge of and adherence to all standards and legislation relevant to the role and actively contribute to their ongoing professional development.
- Collaborate closely with team members in alignment with CRP to ensure continuity of care and a quality, comprehensive service for consumers and carers.
- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program.
- Contribute to the development of policies and procedures relevant to the program as required.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities.
- Engage with your supervisor in completion of a probation assessment, an annual performance review, regular supervision and a corresponding training and development plan.

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.
- 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.
- Maintain awareness of the mental health consumer movement, lived experience practice, and peer workforce models. Additionally, ensure a commitment to understanding and championing lived experience principles and practices, and actively support the lived experience workforce as an ally.
- 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

- Relevant tertiary qualification and professional registration:
 - > Psychology, Nursing or Occupational Therapy with AHPRA registration; or
 - > Social Work with current membership or eligibility with AASW; or
 - > Counselling or Psychotherapy with current level 3 membership with ACA or clinical PACFA registration, where permitted within jurisdictional or program specific requirements.
- Ongoing compliance with CPD and professional registration requirements.
- Experience in mental health practice.
- Demonstrated ability to form and nurture partnerships with government and non-government mental health, emergency, and community service providers.
- Ability to maintain professional boundaries, demonstrate empathy and build trust.
- Strong capacity to engage effectively when working with discomfort, distress and people experiencing crisis.
- Ability to work autonomously, manage competing demands and exercise sound judgement.
- Experience in working as a member of a transdisciplinary team with the ability to inspire and facilitate team commitment and cooperation.

- Ability to adapt communication style to meet the needs of a diverse range of people and identify changing needs within a group.
- Knowledge of trauma informed care.
- Strong computer literacy and written communication skills.
- A current and valid Working with Children Check (or equivalent), in accordance with relevant state or territory requirements.
- Compliant with Qld Health workplace health and safety requirements, including Requirements for Workers in Healthcare Settings.

Desirable

- Formal mental health accreditation relevant to professional discipline.
- Postgraduate qualification in Mental health.
- Knowledge and experience with a range of evidence based AOD specific models and interventions. |

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.