



Position Description

Position title	Clinical Lead
Reporting to	Service Manager
Employment status	Part Time, Permanent
Classification	Health Professionals Level 3 or Registered Nurse Level 3
Team/Service	Integrated Centralised Referral and Assessment Service (ICRAS) Darwin NT
Direct reports	Clinical team
Date	June 2026

PROGRAM OVERVIEW

The Integrated Centralised Referral and Assessment Service (ICRAS) delivers high quality mental health intake, assessment, and referral service for individuals across the Northern Territory who are experiencing mental health issues and are seeking support. The ICRAS is comprised of Connect to Wellbeing (CTW) and the National Medicare Mental Health Phone Service (MMHps) which, together, serve as a central intake for mental health services across the Northern Territory.

The purpose of the service is to offer a seamless care pathway for consumers to receive the right level of care at the right time to meet their mental health needs. CTW receives referrals from various sources, primarily from GP's, and consumers are provided with support and navigation to appropriate services. The MMHps provides the same service to consumers who call through on the national 1800 phone line.

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 processes referrals, receives calls and supports people to reach the most appropriate service to meet their mental health needs.

The Mental Health Clinical Lead is a foundational role within the ICRAS and provides leadership to a multidisciplinary mental health team. The team

POSITION OVERVIEW

As the Clinical Lead, you will lead a team of clinicians and intake officers and be responsible for providing clinical oversight and leadership to the multidisciplinary mental health teams of the ICRAS

The Clinical Lead will guide the delivery of high-quality mental health intake, assessment, triage, and referral services for individuals in the community who experience mental health issues and are seeking support. A priority of the role is to ensure that individuals seeking support are referred to a service that is appropriate to their needs and is consistent with the 'stepped care' approach.

The Clinical Lead will have oversight of the IAR-DST, clinical assessments, collaborative care plan formulation and execution as well as escalation and crisis support protocols. As a member of the leadership team, you will work alongside the Service Manager to create a reciprocal learning environment for staff, provide guidance, service coordination, planning, implementation, and problem solving as well as clinical supervision to the team. Additionally, you will foster strategic partnerships within the community and have a key role in service development, evaluation, and improvement.

As a Clinical Lead you will have a background in and be registered in Occupational Therapy, Social Work, Nursing and/or Psychology.

THE POSITION

Experience, Knowledge, Qualifications, Skills and Attributes

Key position Responsibilities, Duties and Accountabilities

- Guide the delivery of high-quality mental health intake, assessment, triage, and referral services for people experiencing mental health issues seeking support.
- Provide clinical oversight for and positive leadership of the mental health team, to ensure all team members work together to achieve excellence in service delivery, within the available resources
- Ensure that a consumer-centred approach is used in the provision of intake, assessment, and referral services.
- Undertake triage and assessment of mental health referrals using appropriate/relevant tools, in line with Neami policies and procedures.
- Promote Neami's culture of practice, which is underpinned by the principles of Collaborative Recovery.
- Facilitate a strong clinical governance culture within the team, where each practitioner takes responsibility for their own decision making and quality improvement activities.
- Provide support to clinical staff and ensure they are provided supervision, coaching, performance review and practice development.
- 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 support consumers more effectively.

- 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 and documented as necessary.
- 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 senior staff for guidance.
- Develop and maintain strong working partnerships with local community services in the relevant regions to facilitate collaborative delivery of services.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Use routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.
- Use data aggregated at service, regional, state, and national levels for learning, strategic planning and decision making, advocacy and promotion.

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.

- 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

- The Clinical Lead will be expected to be a Registered Psychologist, Occupational Therapist or Registered Nurse with a current annual practicing certificate from the Australian Health Practitioner Regulation Agency (AHPRA) or a Social Worker with membership with the Australian Association of Social Workers (AASW) or can evidence membership eligibility AASW.
- 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 (or trans-disciplinary) team with the ability to inspire and facilitate teams toward shared objectives and creating environment that encourages innovation and excellence.
- Demonstrated experience in preparation of reports with recommendations.
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines in a fast-paced, changing and agile environment.
- Proven ability to work productively and collaboratively within a team.
- Demonstrate self-awareness and ability to receive and act on feedback.
- Excellent written and verbal communication skills including ability to adapt communication style to meet the needs of a diverse range of people.
- Strong computer and organisation skills including the ability to use Microsoft Outlook, Microsoft Teams, and PowerPoint.
- A valid Working with Children Check.
- Satisfactory Criminal Record Check. Criminal record checks are mandatory for all new appointments. Neami will cover the cost of an Australian check.
- A valid Australian Driver's License

Desirable

- Knowledge of local services, particularly relevant to the Stepped Model of Care
- Post Graduate qualifications in Mental Health.
- Accreditation or Credentialing in Mental Health.

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.

Applicants from Aboriginal and Torres Strait Islander backgrounds, or from culturally & linguistically diverse backgrounds or those with a lived experience of recovery and mental health challenges are strongly encouraged to apply