

Position Description

Position Title:	Mental Health Clinician – Clinical Lead (Towong Surge)
EBA / Award:	<p>The successful applicant will be classified under the applicable enterprise agreement according to their professional qualification and registration status.</p> <p>Nurses and Midwives Victorian Public Sector Single Interest Employers Enterprise Agreement 2024-28 – Community Health Nurse In Charge OR</p> <p>Community Health Centre Stand Alone Services Social and Community Services Employees Multi Enterprise Agreement 2022 – Level 6 OR</p> <p>Allied Health Professionals Victoria Community Health Centres Multi Employer Enterprise Agreement 2022-2026 – Grade 3</p>
Classification:	See above
Reports to Operational:	<p>Operations Manager (Operations) - Benalla, Wangaratta and Mansfield Mental Health and Wellbeing Local</p> <p>Program Manager (Home Agency Manager) - Counselling and Wellbeing at Gateway Health</p>
Primary Site:	Tallangatta based. Travel to Corryong secondary site one day per week.
Last updated:	May 2026

Mental Health and Wellbeing Locals are a key part of Victoria's reformed mental health and wellbeing system, delivering free, voluntary, and easily accessible support with no referral required — guided by a *'how can we help?'* and *'no wrong door'* approach that puts choice and control in the hands of participants.

In the Benalla, Wangaratta and Mansfield catchment, Wellways works together with local partners ACSO and Albury Wodonga Health to support people aged 26 and over experiencing mental health concerns, including those with co-occurring alcohol and drug needs, and their family, carers and supporters.

The BWM Local has been funded by the Victorian Government to extend mental health and wellbeing support into the Towong Shire — a community significantly impacted by bushfire. This surge funding recognises the lasting effect that bushfire events can have on the mental health and wellbeing of individuals, families, and communities, and the importance of ensuring people in Towong can access the right support, closer to home. The Local is partnering with Gateway

Health a known provider of mental health and AOD support in the region to provide a much-needed response to the recent bushfires.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services will be in response to participants experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The Mental Health and Wellbeing Local Services will be community-led, and co-production will ensure a diverse range of perspectives are included in the design, delivery, and governance of the Local Services, ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity. Our workforce, individuals, and their natural supports recognise and respond to psychological distress and address barriers that prevent people from participating in their community and leading meaningful lives.

Team

This role forms part of a newly established team created specifically to deliver surge bushfire response services in the Towong Shire, as an extension of Benalla, Wangaratta and Mansfield Mental Health and Wellbeing Local. The team is responsible for delivering a coordinated mental health and wellbeing response in the aftermath of the bushfires, ensuring that people in Towong can access the right support at the right time, with a seamless and connected experience across the Local and broader services.

The Towong Surge Team is made up of both clinicians who are responsible for providing assessment and care planning for participants and will work alongside dedicated Wellbeing Peer Navigators who walk alongside participants in their recovery journey.

Role Purpose

The Towong Surge Mental Health Clinician, employed through Gateway Health, will be working alongside lived experience peers to provide evidence based clinical interventions for participants. They will play a vital role in ensuring participants, carers, and their families receive valuable, supportive evidence based, biopsychosocial and therapeutic mental health care, from dual disability and dual diagnosis competent workers.

The role provides a range of assessments depending on client need and will deliver evidence-based interventions beyond mental health, extending to physical health, substance dependence issues, employment, and relationships support, as part of the broader Local workforce.

Some of the key tasks of the role will be to:

- Provide IAR and specialist assessments for participants entering the service
- Provide clinical escalation support, risk assessment and safety planning
- Deliver clinical interventions aligned to the recovery plan of the participant

In addition to core clinical responsibilities, the position contributes to the effective functioning of the Towong Surge Team through the provision of clinical leadership in practice. This includes supporting colleagues with clinical decision-making, modelling best practice and contributing to a consistent, safe and collaborative team approach.

This role also provides line management and administration supervision to the Provisional/Registrar Psychologist as direct report. They are responsible for duties such as processing leave requests, performance appraisals and performance management,

The role is allocated as follows:

- 0.6 EFT (75%) – Clinical responsibilities
- 0.2 EFT (25%) – Clinical Lead and Line Management

Key areas of accountability

<p>General</p>	<ul style="list-style-type: none"> • Working as part of the Towong Surge Team, contribute to the development of the program and regional plans. • Support the team to help participants identify, engage and remain engaged with the range of health and social care services they need, as well as access local social and community activities. • Work collaboratively with the Peer Navigators and other partners to create safety assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support if required. • Play a role in ensuring a “no wrong door approach” for participants, ensuring you contribute to providing a warm and safe environment for participants accessing the service. • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.
<p>Clinical (including Clinical Leadership)</p>	<ul style="list-style-type: none"> • Establish, develop and maintain therapeutic relationships with Local participants. • Conduct comprehensive assessments of mental health and regular review of participants mental state, risk assessment and ongoing care needs, communicating all risk/s through the appropriate channels. • Provide evidence-based interventions to participants requiring mental health support, including those with co-occurring substance use or addiction. • Participate in the transition of care / discharge for participants utilising the clinical risk screening, assessment and care planning approach adopted by the wider BWM Local. • Facilitate and participate in joint planning/case conferencing to ensure a coordinated response between the participants health, wellbeing, disability supports and other needs. • Provide day to day clinical guidance and support to colleagues and clinical counterparts, particularly in relation to complex presentations and risk management.

	<ul style="list-style-type: none"> • Model and promote evidence-based, trauma-informed and person-centred practice. • Contribute to maintaining high standards of clinical care across the team through knowledge sharing and collaborative practice. • Provide informal mentoring and peer support to team members, including Peer Navigators, to support capability development and consistency in practice.
<p>Promote continuous improvement</p>	<ul style="list-style-type: none"> • Participate in the development and evaluation activities of the program, as required. • Ensure all services are delivered with regard to Gateway Health and the Locals policies, procedures, and applicable legislative, accreditation standards and service level agreements. • Provide feedback as appropriate to leadership around any service improvements or issues identified in the delivery of the service. • Ensure participant complaints/issues are promptly addressed. • Adhere to organisation policies and procedures relating to Workplace Health and Safety and at all times, take responsibility for own and colleagues wellbeing. • Ensure entry and collection of program data in line with Local Guidelines. • Ensure clinical note recording and data entry via the designated Client Information Management Systems (CIMS).

Key Requirements

Area	Description
Qualification & Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Mental Health Nurse or Allied Health Professional (Social Worker or Occupational Therapist) • Current AHPRA Registration for Mental Health Nurses, Psychologists and Occupational Therapists <p>OR</p> <ul style="list-style-type: none"> • Current registration with AASW for Social Workers • Post graduate experience working in a mental health or AOD setting (minimum 6 months) • Demonstrated time management abilities, excellent communication (written and oral) and interpersonal skills. • Demonstrate a friendly, proactive approach and ability to work with competing demands and balance priorities with efficiency and professionalism. • Ability to work effectively independently and within a team. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working with vulnerable/priority populations in a mental health setting.
Information Technology	<ul style="list-style-type: none"> • Demonstrated ability to learn and adapt to various technology platforms • Basic skills in Microsoft Office Suite and Client Record Management systems
Compliance	<ul style="list-style-type: none"> • Certification of qualifications • National Police Check • International Police (if required) • Current Working with Children Check-employment • Evidence of right to work in Australia
Other (desirable)	<ul style="list-style-type: none"> • Applicants with personal lived experience of mental health challenges or have cared for someone with mental health challenges. • Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and who identify as LGBTIQ+ are encouraged to apply.

Required Values & Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	<ul style="list-style-type: none"> We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	<ul style="list-style-type: none"> We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Quality and Safety	<ul style="list-style-type: none"> Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants. Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues. Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. Comply with all Policies and Procedures Maintain confidentiality as per Greater Shepparton Strathbogie - Moira Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. Actively involve participants and/or carers in quality and safety improvement activities. Maintain up-to-date immunisation status related to own health care worker category. Ensure that the principles of general and participant manual handling are adhered to.
People & Culture	<ul style="list-style-type: none"> Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. Actively participate in relevant professional development. Display high levels of professional behaviour at all time
Equality and Equity	<ul style="list-style-type: none"> We will strive for equality and equity in our approach to partnership and the community we serve. We aim to break down the barriers of power and privilege recognising we come together toward a common goal.

<p>Honesty and Courage</p>	<ul style="list-style-type: none"> • We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. • We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
<p>Excellence and Appreciation</p>	<ul style="list-style-type: none"> • Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
<p>Commitment to reconciliation</p>	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.