



Position Description

Position Title	Mental Health Clinician
Reporting To	Clinical Service Manager and Clinical Lead
Employment Status	Part-time (0.8), Permanent
Classification	Health Professional or Registered Nurse Level 2
Team/Service	Alice Springs Medicare Mental Health Centre (ASMMHC)
Date	May 2026

PROGRAM OVERVIEW

Neami National has partnered with Central Australian Aboriginal Congress (Congress) to deliver a Medicare Mental Health Centre in Alice Springs.

The Alice Springs Medicare Mental Health Centre (ASMMHC) provides the Alice Springs community an alternative service to attend when experiencing mental health crisis. The centre provides free, immediate, short and medium-term care to adults over the age of 18 years with the aim of making it easier for anyone living in Alice Springs to access equitable, free, and quality mental health support. We offer a welcoming place for people to access mental health information, services and supports from qualified professionals (clinical and lived experience staff) over extended hours.

Service delivery will reflect principals of Cultural Safety, Trauma Informed Care and Recovery Oriented practice. The ASMMHC service will provide a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Relational Practice (CRP) and supported by best practice in evidence-based and evidence informed care. The ASMMHC service has a strong focus on lived experience and provide support via a high engagement, multi-disciplinary crisis model.

The Centre will be open extended hours to increase access to the Alice Springs community.

POSITION OVERVIEW

The Mental Health Clinician is an exciting role responsible for providing high quality services to guests experiencing mental health crisis presenting to ASMMHC.

As an Allied Health Professional, the Mental Health Clinician will draw on their discipline skills, engage with guests (consumers), other clinicians, the guest's treatment team, Neami Lived Experience staff and family/friends/carers to provide high quality assessments and interventions aimed at improving mental health outcomes for guests accessing ASMMHC. This work will focus on clinical assessment and collaborative care planning.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Engage guests and develop trusting and professional relationships
- Provide brief and detailed assessment and collaborative care plans to guests.
- Engage guests, using a strengths-based approach
- Provide culturally sound support to consumers of diverse backgrounds and utilise interpreters when applicable.
- Provide outreach support to consumers while maintaining safety
- Co-create safety with consumers and colleagues while respecting boundaries.
- Provide high quality service delivery at all stages in the guest pathway. This includes: utilising the systems and processes at the pre-admission and service eligibility stage, participating in intake assessment of guests as required, providing short to medium term (3-6 months) of evidence based clinical therapeutic care and support and exit planning
- Work within a holistic framework taking into account the needs of the guests, family, carers and other members of the community in order to ensure tangible outcomes
- Follow all WH&S procedures to ensure safe work practices
- Ensure appropriate information handover to staff commencing the next shift.
- 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 interventions at all stages of the guest journey
- Actively contribute as a team member to the delivery of integrated mental health service delivery with the aim to more effectively support guests and promote the recovery model

- Actively encourage and support guests and carer participation and leadership within the service and ensure feedback processes are used including processes for resolving complaints
- Enable co-learning relationship with students who are completing their placement within the organisation.
- 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
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct
- 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 Lead, Clinical Service Manager or other Senior staff for guidance

Participate fully as 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 guests
- 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 guests 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 guests interests, their connections with family and friends and work together with guest to build their capacity to be part of their community
- Involve carers, family and friends as identified by the guest in the individual service plan for the guest

- Work closely with the ASMMHC multi-disciplinary team in order to deliver the best possible comprehensive service to guests
- Work closely with first responders, community mental health teams, emergency departments and referral services to create opportunities for guests to participate in community activities
- Facilitate positive outcomes for guests and carers through strong operational partnerships with public and private mental health services and other key stakeholders
- Maintain strong working partnerships in particular with the public and private Mental Health Services to ensure a collaborative approach to intake, escalation and exit and the effective operation of ASMMHC

Service Development

- Through service delivery and in collaboration with partners, staff and guests 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 Aboriginal and Torres Strait Islander People and Culturally and Linguistically Diverse Community, 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 ASMMHC (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 Management 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.

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, Nursing or Occupational Therapy
- Accredited registration with a professional governing body such as AHPRA (nursing, psychology and occupational therapy) or eligibility for membership with the AASW (social work)
- A valid Working with Children Check
- A valid Police check
- Proven experience at a clinical level 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

Desirable

- Knowledge of local services particularly relevant to designated program area

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.