



Supporting our community on all sides

Position	Mental Health Care Partners Team Leader – Redcliffe Medicare Mental Health Centre
Status	Part-time fixed term contract ending 30.06.2028
Hours/Days	67.5 hours per fortnight
Location	Redcliffe, Queensland
Responsible to	Clinical Manager – Redcliffe Medicare Mental Health Centre
Remuneration	SCHADS Level 6

Organisational Profile

Community is committed to supporting people across all life stages and experiences to lead active, healthy and socially connected lives. Community's programs empower people to maintain their independence, connect with their community, manage their health and lifestyle and address the challenges that life can present.

We provide programs and services in areas of aged care, children, family & individual support, mental health, disability, housing & homelessness, drug & alcohol recovery and NDIS. Through our Neighbourhood Centres and Community Development programs, we also offer Emergency Relief, Social Inclusion activities, Food Security, Multicultural Support, community gardens and venue hire.

Service Profile

Community's Medicare Mental Health Centres (MMHCs) are safe and welcoming spaces that provide high-quality, multidisciplinary mental health support for adults experiencing mental health concerns and psychological distress.

Funded by Brisbane North PHN, the Centres deliver free, integrated services that include immediate support through drop-in, comprehensive biopsychosocial assessment, brief intervention, peer support, psychosocial support, psychological therapies, care coordination and navigation, as well as support for carers and families.

Through collaborative assessment, recovery planning and multidisciplinary support, the Centres assist people to improve their mental wellbeing, strengthen social connectedness and access the services they need to address the broader factors impacting their mental health, including housing, employment, physical health, alcohol and other drug concerns, and domestic and family violence. Services are delivered using recovery-oriented, strengths-based, person-driven and trauma-informed frameworks.

The Mental Health Care Partners (MHCP) Pilot is a new Brisbane North PHN initiative that builds on the MMHC model by strengthening the integration between primary care and specialist mental health services. Delivered through a multidisciplinary team based within the Medicare Mental Health Centre and working in partnership with participating General Practices, the pilot aims to improve access to coordinated, person-centred care for adults experiencing complex mental health needs. During the initial implementation phase, the program focuses on recovery-oriented care coordination, comprehensive assessment, collaborative shared care planning, service navigation and multidisciplinary coordination to improve continuity of care, reduce system fragmentation and support people to receive the right care, at the right time, in the right place. As the pilot progresses, the program will continue to evolve in line with the Mental Health Care Partners Model of Care and funding requirements.



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Position Overview

The Mental Health Care Partners (MHCP) Team Leader provides operational leadership, clinical supervision, practice support and direct participant care within the MHCP Team. The role is responsible for ensuring the delivery of high-quality, recovery-oriented services, supporting achievement of contractual Key Performance Indicators, monitoring service quality and fostering a culture of continuous improvement.

Working closely with the Clinical Manager, the Team Leader contributes to the ongoing development of the Mental Health Care Partners program, supports local and national evaluation activities, builds strong operational relationships with General Practices and key stakeholders, and promotes integrated, multidisciplinary care. In addition to providing leadership and supervision, the Team Leader maintains a reduced caseload, delivering high-quality recovery-oriented care and modelling best practice for the team. Services are delivered in accordance with Community values, evidence-based practice and funding requirement

The Team Leader is responsible for ensuring the Mental Health Care Partners program is delivered consistently with the program model, supports strong integration with participating General Practices, and achieves contractual performance and quality outcomes.

Key Responsibilities

Leadership & Team Management

- Provide day-to-day leadership, supervision and support to the Mental Health Care Partners team.
- Foster a collaborative, recovery-oriented and trauma-informed team culture.
- Support workforce capability through supervision, coaching, reflective practice and professional development.
- Monitor staffing, workload allocation and service capacity to ensure safe and effective service delivery.
- Balance operational leadership responsibilities with the delivery of a reduced clinical caseload, ensuring appropriate prioritisation of leadership, participant care and program outcomes.
- Lead the implementation of operational changes and support staff through change management processes.

Program Performance and Development

- Monitor program activity, performance measures and key performance indicators, implementing strategies to ensure contractual targets are achieved.
- Work closely with the Clinical Manager to support the ongoing development, implementation and refinement of the Mental Health Care Partners program.
- Assist with local and national evaluation activities by coordinating data collection, staff engagement and operational improvements.
- Support continuous quality improvement through analysis of participant outcomes, service data, stakeholder feedback and emerging service needs.

Service Delivery

- Oversee the day-to-day delivery of the Mental Health Care Partners program.

- Maintain a reduced caseload of participants, delivering comprehensive biopsychosocial assessment, recovery-oriented care coordination, collaborative shared care planning and service navigation.
- Deliver high-quality participant care that reflects evidence-based practice and the Mental Health Care Partners Model of Care.
- Model best practice in participant engagement, documentation, multidisciplinary collaboration and recovery-oriented practice.
- Ensure participants receive high-quality, evidence-based, recovery-oriented care that aligns with program objectives.
- Support staff to complete comprehensive biopsychosocial assessments, shared care plans, outcome measures and participant documentation.
- Provide consultation and support regarding complex presentations, risk management and care coordination.
- Promote integrated multidisciplinary practice across CommuniFy services, primary care and external providers.

Stakeholder Engagement

- Develop and maintain strong operational relationships with participating General Practices, ACCHOs and other key stakeholders to support integrated care.
- Work collaboratively with General Practitioners and multidisciplinary teams to promote shared care planning and coordinated service delivery.
- Work alongside the Clinical Manager and Centre Manager in liaising with Brisbane North PHN regarding operational matters, program implementation and local and federal evaluation activities.
- Promote the Mental Health Care Partners program within the primary care and community sectors.
- Identify opportunities to strengthen referral pathways and increase engagement with participating General Practices.

Quality & Continuous Improvement

- Monitor the quality and timeliness of participant documentation through internal audits
- Support outcome measurement and quality improvement activities.
- Ensure compliance with CommuniFy policies, NSQMHCMO Standards and relevant program requirements.
- Assist the Clinical Manager and Centre Manager with reporting requirements through accurate data monitoring and analysis.
- Promote a culture of continuous improvement, reflective practice and evidence-informed service delivery.
- Use learning from direct practice to identify opportunities for service improvement and support the ongoing refinement of the Mental Health Care Partners program.

Risk & Wellbeing Management

- Support team members in managing complex situations, including responding to distress and crisis intervention using evidence-based frameworks
- Ensure that all team members are aware of and adhere to safety protocols, including psychosocial hazard management.
- Support staff wellbeing by implementing strategies that ensure wellbeing, including the delivery of formal and non-formal supervision, access to EAP and team building.

Organisational Culture and Participation

- Contribute to creating a positive, empowering and collaborative team and organisational culture
- Abide by all relevant policies and procedures and participate in their development and review
- Commit to maintaining a high level of professionalism and confidentiality with other staff members and stakeholders
- Actively participate in all required staff meetings, team building and all of Communify staff professional development
- Undertake training & professional development in accordance with the requirements of the position
- Actively participate in regular internal supervision and performance management and capability development processes, including individual work plans and individual development plans as needed
- Promote Communify Services amongst participants, carers and families, service providers and the wider community.

Key Selection Criteria

Qualifications & Experience

- Applicants must have one of the following: eligibility for membership with the Australian Association of Social Workers (AASW) as a Social Worker; General or Provisional AHPRA registration as a Psychologist; General AHPRA registration as an Occupational Therapist or Mental Health Nurse; a tertiary qualification in Behavioural Science, Psychology, Human Services, Counselling, Mental Health, Community Services or a related discipline, together with demonstrated experience delivering mental health support
- Demonstrated knowledge and experience in supporting team members through the key responsibilities outlined above – in particular, leadership, supervision, delivering non-clinical supports, undertaking comprehensive biopsychosocial assessments and distress management
- Demonstrated experience providing direct recovery-oriented mental health support, including comprehensive biopsychosocial assessment, collaborative care planning and care coordination for people experiencing complex mental health needs.
- Demonstrated ability to balance a caseload with leadership, supervision and operational responsibilities.
- Experience working in a multidisciplinary team and supporting cross-disciplinary support services
- Demonstrated knowledge and experience in computer skills, particularly data management systems, word processing skills and Microsoft Outlook management
- Demonstrated ability to lead a team to provide a safe, equitable and rewarding workplace
- Experience and knowledge around strength based, trauma-informed and recovery orientated support
- We work with people who are often experiencing difficult and complex life circumstances. A demonstrated ability to respond flexibly and constructively to uncertainty and ambiguity will be required.

Mandatory Requirements

- A current open QLD driver's license and road worthy vehicle, insured to a minimum level covering third party property damage (comprehensive cover is recommended)



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- Working with Children card and Working with People with a Disability check (or the ability to obtain one) is mandatory

Additional Information

- This role requires a valid Working with Children Check and National Police Check.
- Ongoing professional development opportunities and access to Employee Assistance Programs (EAP) are provided.

Diversity and Inclusion

CommuniFY pays its respects to the traditional custodians across the lands in which we work, and we acknowledge the elders past, present and emerging.

CommuniFY is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



Declaration

I agree that I have read, and understand the position description details above.

Name

Signature

Date
