

Position Description

Position Title	Clinical Lead
Reporting To	Clinical Service Manager
Employment Status	Full Time Permanent
Classification	Registered Nurse Level 3 or Health Professional Level 3
Team/Service	Alice Springs Medicare Mental Health Centre
Direct Reports	Clinicians
Date	June 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 (cultural, clinical and lived experience staff) over extended hours.

The Clinical Lead will support to lead a multidisciplinary team to deliver a service that will reflect principals of Cultural Safety, Trauma Informed Care and Recovery Oriented practice. The ASMMHC service provides 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 receive referrals from GPs in the area, public mental health services, emergency services, community organisations as well as self-referrals from members of the community. The multidisciplinary team will screen referrals to determine suitability, assess individual needs and assist access to appropriate services delivered by the team and other community and health providers. The Centre will be open extended hours to increase access to the Alice Springs community.

POSITION OVERVIEW

The Clinical Lead will ensure that ASMMHC provides safe and effective, immediate and short to medium term responses to adults experiencing a crisis or significant distress. As the Clinical Lead you will support the service manager and leadership team to initiate, lead, and coordinate strategic partnerships within the community, including with Public Mental Health Services, local government, community housing, and health and welfare providers, to improve health and wellbeing outcomes for guests. In collaboration with partners, staff and guest, along with the CSM you will identify service gaps and develop appropriate models of service delivery to address these gaps. Along with the leadership team the clinical lead will take a lead role in the assessment, planning, implementation, and evaluation of ASMMHC. The Clinical Lead will ensure services are provided in an accessible manner with mechanisms in place to regularly monitor the level of access achieved. Along with the leadership team the clinical lead will provide operational management and clinical leadership to the multi-disciplinary team. The clinical lead will work closely with the CSM, partner agency and Senior Manager Operations to review centre operations and ensure practice is aligned to the needs of the Alice Springs Community

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Service Delivery

- Provide clinical oversight for and positive leadership of the clinical mental health team, to ensure all staff within the team work together to achieve excellence in service delivery, within the available resources.
- Facilitate a strong clinical governance culture within the team, where each practitioner takes responsibility for their own decision making and quality improvement activities, whilst supporting the clinical governance framework of Neami, including monitoring and evaluation to ensure Neami's internal audits and external accreditation requirements are met.
- 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 intake, assessment and referral services.
- Provide services that are consistent with Neami's Clinical Governance Framework.
- 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 more effectively support guests and promote the recovery model.
- 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.
- 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 Service Manager.

Clinical Services

- Coordinating and providing clinical mental health services including;
- Assess and screen referrals using appropriate tools, policies and procedures.
- Provide information about mental health and available services.
- Work collaboratively with guests and their families to identify their mental health (and where appropriate, general health) needs.
- Coordinate therapeutic interventions by formulating shared care plans in collaboration with the guest, transdisciplinary staff team and external workers and agencies, including making internal and external referrals as needed.
- Support the continuity of care and information flow between guests, staff and external workers and agencies.
- Participate in psychiatric assessment with clients where appropriate.
- Provide individual clinical interventions to a guest as required.

Partnerships and Community Engagement

- Facilitate positive outcomes for guests and carers through strong operational partnerships with Aboriginal Congress, by taking a collaborative shared care approach.
- Maintain strong working partnerships in particular with the public and private mental health services and primary health to ensure a collaborative approach to the effective operation of the Alice Springs Medicare Mental Health Centre.
- Develop and maintain strong working partnerships with local community services to facilitate collaborative delivery of services.

Service Development – alongside the Peer Practice Lead

- 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 Multi-cultural, Aboriginal and Torres Strait Islander and LGBTIQAP+ community members and contribute to the development and implementation of strategies to monitor and review the level of accessibility to diverse community members.
- Contribute to the development of policies relevant to the Neami Head to Health Alice Springs program (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 Clinical Service Manager or other Neami Senior Management.

Participation within the transdisciplinary team

- Constructively participate in supervision, formally and informally with the Clinical Service Manager
- Constructively participate in regular external professional discipline supervision, as directed by Neami.

- Support the induction and orientation of new staff members at Alice Springs Medicare Mental Health as required from time to time.
- 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.
- Participate in a bi-annual performance review.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities.
- Raise and seek to resolve any areas of conflict or dispute with other staff in an open, honest and respectful manner.
- Support Neami efforts in reducing our impact on the environment and work towards a sustainable future.

Relationship and Community Engagement

- Assist the Clinical Service Manager in directing the development or expansion of community engagement activities that promote good mental health and wellbeing in the community.
- Timely review and approval of relevant program information, documents and marketing materials for distribution within the community.
- Identify and employ strategies to develop and maintain relationships and communication with external stakeholders, referrers and governing bodies.
- Sit as a member of community committees and networks as required.

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.
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.

- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion.

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

- Formal tertiary qualification in Psychology, Social Work or Occupational Therapy or Registered Mental Health Nurse
- Accredited registration with a professional governing body such as AHPRA, AASW
- A valid Working with Children Check (Orche Card)
- A valid Police Check
- 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 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
- All staff are required to adhere to the Medicare Mental Health immunisation policy directives to minimise the risk of vaccine preventable diseases in order to protect workers, other employees, guests and visitors.

Desirable

- Knowledge of local services particularly relevant to designated program area
- Knowledge of Occupational Health, Safety policies and practices with the ability to assess and manage clinical, work health and safety, quality & organisational risk
- Knowledge of Equal Opportunities Legislation, policies and practices
- Knowledge of Professional Codes of Conduct and Ethics: aware of and practicing within relevant Federal and State Legislation and the relevant Professional Code of Practice, Conduct and Ethics

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.