Position Description

Position Title	Clinical Lead
Reporting To	Clinical Service Manager
Employment Status	Permanent Full Time or Part Time
Classification	Health Professionals and Support Services Award 2020, Level 2 or Registered Nurses Award Level 3
Team/Service	Auburn Medicare Mental Health Centre
Direct Reports	N/A
Date	October 2026

PROGRAM OVERVIEW

The Auburn Medicare Mental Health Centre, funded by Western Sydney Primary Health Network, provides a free and accessible entry point for adults experiencing mental health distress, crisis or suicidal concerns. The Centre offers a welcoming, low-stigma and "no wrong door" approach to mental health care and can be accessed without a referral or prior appointment. A multidisciplinary team of clinical, psychosocial and peer practitioners provides immediate support, comprehensive assessment, service navigation, and short- to medium-term episodes of care.

Serving the culturally and linguistically diverse communities of Auburn and the wider Cumberland region, the Centre works in partnership with consumers, families, carers, health services and community organisations to deliver culturally responsive care and strengthen pathways to clinical, community and social supports. The Centre is grounded in the principles of Cultural Safety, Trauma-Informed Care and Recovery-Oriented Practice and is guided by Neami National's Collaborative Relational Practice, Co-creating Safety approach, and commitment to lived and living experience leadership.

POSITION OVERVIEW

Working in close partnership with Service Leaders and the broader leadership team, the Clinical Lead provides clinical leadership to support safe, consistent and high-quality service delivery.

The role focuses on strengthening clinical practice through the provision of supervision, coaching, mentoring and clinical guidance. The Clinical Lead supports staff to apply clinical frameworks in practice,

respond effectively to complexity and risk, and deliver care in alignment with Neami's Collaborative Relational Practice (CRP) and Co-creating Safety approaches.

The Clinical Lead exercises delegated clinical leadership responsibility within the service, supporting clinical decision-making, risk management and practice consistency. The role operates under the direction of service leadership and contributes to the implementation of clinical governance processes, quality improvement activities and service development initiatives.

Working alongside discipline and practice leaders, the Clinical Lead contributes to a culture of reflective practice, professional accountability, continuous improvement and person-led care.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Team Leadership

- Provide line management, supervision coaching, mentoring and practice leadership to program staff.
- Support the recruitment, induction and orientation of staff into the program.
- Provide regular supervision, professional development, de-briefing, and support performance management.
- Foster staff engagement in team meetings, decision making processes, service planning sessions, and staff development activities.
- Support the team to make sense of work practices to ensure compliance with policies, procedures and scope of practice.
- Participate in rostering, leave planning and workforce allocation activities as required.

Service Leadership & Delivery

- Champion and build workforce capability in CRP and Co-creating Safety practice approaches by supporting reflection, shared learning and the integration of diverse practice approaches across the transdisciplinary team.
- Provide clinical oversight and delivery of intake, assessment, triage, care coordination and referral processes, ensuring safe, consistent and evidence-informed decision making and the application of evidence-based clinical interventions and practice frameworks.
- Provide secondary consultation, case review, and clinical guidance to staff managing complex presentations.
- Support clinicians to identify, assess and respond appropriately to clinical risk, including mental health deterioration, behavioural escalation and crisis situations.
- Provide leadership and guidance in relation to collaborative safety planning, crisis assessment and risk escalation processes.
- Support the implementation and effective operation of urgent care and escalation pathways, ensuring timely access to appropriate services and supports.

- Provide clinical consultation and leadership during complex situations, crises and escalation events.
- Promote high standards of clinical documentation, communication and handover practices.
- Support the delivery of culturally safe and responsive care, including appropriate use of interpreters and adaptation of interventions to meet individual needs.
- Support collaborative decision-making where different professional, lived experience and practice perspectives are present, ensuring decisions remain person-led, relational and responsive to safety, wellbeing and recovery.
- Exercise professional autonomy and sound judgement, including consultation and escalation to senior staff when required.
- Foster a strong clinical governance culture through reflective practice, practitioner accountability, sound clinical decision-making, and continuous quality improvement.
- Represent the service in internal and external forums, providing clinical expertise to support service development and integration.
- Support consumer feedback processes, including complaints management and escalation resolution.
- Develop and maintain effective relationships with referral partners, health services and community organisations to strengthen service access and continuity of care.
- Participate in on-call arrangements as required.
- Undertake additional responsibilities consistent with the scope and intent of the role as delegated by service leadership.

Participate Fully as a Team Member

- Maintain a good working knowledge of and adherence to all standards and legislation relevant to the role and actively contribute to their ongoing professional development.
- Contribute to a multidisciplinary team culture that values collaboration, respect and the integration of diverse professional and lived experience perspectives.
- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program.
- Contribute to the development of policies and procedures relevant to the program as required.
- Actively facilitate and participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities.
- Engage with your supervisor in completion of a probation assessment, an annual performance review, regular supervision and a corresponding training and development plan.

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.
- 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.
- Maintain awareness of the mental health consumer movement, lived experience practice, and peer workforce models. Additionally, ensure a commitment to understanding and championing lived experience principles and practices, and actively support the lived experience workforce as an ally.
- 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

- Relevant tertiary qualification and professional registration including:
  - Psychology, Nursing or Occupational Therapy with AHPRA registration; or
  - Social Work with current with membership/eligibility with AASW; or
  - Counselling or Psychotherapy with current level 3 membership with ACA or clinical PACFA registration, where permitted within jurisdictional or program specific requirements.
- Ongoing compliance with CPD and professional registration requirements.
- Demonstrated capacity to provide clinical guidance, consultation and professional support to other practitioners.
- Demonstrated advanced mental health practice experience including comprehensive assessment and clinical formulation, clinical decision-making and escalation pathways, secondary consultation and case review and the application of clinical governance frameworks.

- Experience building partnerships across health, community, and emergency services.
- Ability to maintain professional boundaries, demonstrate empathy and build trusted therapeutic and professional relationships.
- Strong capacity to engage effectively when working with discomfort, distress and people experiencing crisis.
- Ability to work autonomously, manage competing demands and exercise sound judgement.
- Experience in working as a member of a multidisciplinary team with the ability to inspire and facilitate team commitment and cooperation.
- Well-developed communication and interpersonal skills, with the ability to adapt communication style to meet the needs of diverse stakeholders.
- Strong knowledge and application of trauma-informed, recovery-oriented and person-led practice approaches.
- Strong computer literacy and written communication skills.
- A current and valid Working with Children Check (or equivalent), in accordance with relevant state or territory requirements.
- For Social Workers, Mental health accreditation

Desirable

- Postgraduate qualification in mental health.
- Demonstrated experience in clinical leadership and staff supervision.
- Discipline specific mental health accreditation.
- Experience in Alcohol and Other Drug (AOD) frameworks and interventions.

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.