Position Description

Position Title	Mental Health Clinician
Reporting To	Clinical Lead
Employment Status	Full Time Maximum Term
Classification	Health Professional Level 1 AQF 7,8,9 or Nurses Award 2020 Level 2
Team/Service	Geelong Medicare Mental Health Centre
Direct Reports	NA
Date	October 2026

PROGRAM OVERVIEW

The Geelong Medicare Mental Health Centre (GMMHC) provides the Geelong 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 the Greater City of Geelong catchment 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 Trauma Informed Care and Recovery Oriented practice. The GMMHC 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 GMMHC service has a strong focus on lived experience and provide support via a high engagement, multi-disciplinary crisis model.

POSITION OVERVIEW

The Mental Health Clinician (MHC) provides high quality, person-centred care as part of a transdisciplinary team, supporting consumer wellbeing, safety and positive health outcomes across community and/or clinical settings.

Practising autonomously within their professional scope, the MHC delivers high quality mental health care including intake, assessment, triage, referral, care coordination and evidence based psychological therapies relevant to the program. The role integrates therapeutic engagement and health education, while promoting trauma-informed, and culturally safe practice.

The MHC contributes to service quality, safety, and continuous improvement initiatives, and may provide clinical guidance and oversight where relevant to the program.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Service Delivery

- Provide support to consumers in alignment with Neami's Collaborative Relational Practice (CRP) and Co-creating Safety approach.
- Deliver high-quality mental health intake, assessment, triage, and referral services, applying appropriate clinical tools and professional judgement, in line with program requirements.
- Deliver evidence informed therapeutic interventions as required (including Focused Psychological Strategies where relevant, trained and appropriate to discipline and credentialing requirements).
- Facilitate the delivery of care coordination services in collaboration with transdisciplinary teams.
- Deliver evidence based, trauma informed interventions in accordance with scope of practice.
- Lead collaborative safety planning in partnership with consumers, applying crisis assessment and evidence-based practice; document and review plans as required.
- Identify and report risks and respond appropriately to mental health deterioration, behavioural escalation, or crisis events.
- Maintain and strengthen urgent care and escalation pathways, including timely escalation to relevant services and provision of clinical support to the transdisciplinary team.
- Support a strong clinical governance culture through reflective practice, practitioner accountability, sound clinical decision-making, and continuous quality improvement activities.
- Contribute to training, mentoring, and information sharing to support effective day-to-day team practice.
- Provide clinical input, secondary consultation and case review to support program staff as required.
- Work collaboratively with consumers to understand their interests, strengths, and social connections, supporting capacity-building and community participation.
- Support consumers with skill-building strategies to promote recovery and wellbeing.
- Ensure culturally responsive care is provided using interpreters where required and adaptation of interventions to meet individual needs.
- Support the development and maintenance of strong relationships with referral partners and local organisations to enhance sector integration and continuity of care.
- Provide information, support, and education to families and carers as appropriate.

- Undertake comprehensive documentation and structured clinical handover in accordance with program requirements.
- Participate in service audits, incident reviews, and quality improvement activities as required.
- Undertake additional clinical responsibilities as required, consistent with the scope of the role as delegated by the Clinical Lead.
- Work independently within role parameters, demonstrating professional autonomy and sound judgement, including appropriate consultation and escalation to senior staff when required.
- Oversee and respond to safety and environmental risks during after-hours as required in line with local program requirements.
- Facilitate group interventions as required
- Attend outreach appointments as required.
- Participate in community engagement activities as required.

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.
- Collaborate closely with team members in alignment with CRP to ensure continuity of care and a quality, comprehensive service for consumers and carers.
- 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 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.
- 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.
- 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:
  - Psychology, Nursing or Occupational Therapy with AHPRA registration; or
  - Social Work with current membership or eligibility with AASW; or
- Ongoing compliance with CPD and professional registration requirements.
- Experience in mental health practice.
- Demonstrated ability to form and nurture partnerships with government and non-government mental health, emergency, and community service providers.
- Ability to maintain professional boundaries, demonstrate empathy and build trust.
- 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 transdisciplinary team with the ability to inspire and facilitate team commitment and cooperation.
- Ability to adapt communication style to meet the needs of a diverse range of people and identify changing needs within a group.
- Knowledge of trauma informed care.

- 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.

Desirable

- Formal mental health accreditation relevant to professional discipline.
- Postgraduate qualification in Mental health.
- Knowledge and experience with a range of evidence based AOD specific models 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.