

Position Description

Position Title:	Clinical Manager
EBA / Award:	1.0FTE
Classification:	RPN Grade 6 or equivalent
Reports to	Clinical: Clinical Director, Mildura Base Public Hospital Area Mental Health and Wellbeing Service Operational: Director Acute Intervention Services, Mildura Base Public Hospital.
Primary Site:	Mildura
Last updated:	August 2025

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in Mildura. Operating seven days a week with extended hours, we provide clinical support, care, and wellbeing services to people aged 26+ experiencing mental health challenges, including co-occurring substance use or addiction.

The service is community-led and co-designed by consumers, carers, and the local community. Partners include Wellways, Mildura Base Public Hospital, Mallee District Aboriginal Services, and Sunraysia Community Health Services.

Commitment to Reconciliation

The Mental Health and Wellbeing Local Service and our partners recognise that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

Role Purpose

The Clinical Manager will be employed by Mildura Base Public Hospital and will provide high level clinical leadership, advice and supervision to the service. The Clinical Manager will drive a culture of robust clinical governance and will work alongside the Local's Psychiatrist and Operations Manager to support safe and effective service delivery. This may include, but is not limited to, overseeing the implementation of processes, policies and procedures to facilitate ongoing quality improvement, enabling the integration of peer work and psychosocial supports with clinical practice, managing risk and the delivery of outstanding clinical care. The Clinical Manager will have 1-2 direct reports and will take an active role from the outset, supporting continuous improvement and evolution of Mildura's Mental Health and Wellbeing Local.

The role will work closely with the Operations Manager to help to foster a culture of collaborative relationships amongst all disciplines working within The Local, and will oversee/manage professional and ethical issues relating to clinical staff.

Required Values & Behaviours

Authenticity and Integrity: Bring whole selves to work, recognizing community and wellbeing belongs to all

Compassion: Commit to compassionate approach and understanding, leading with curiosity

Respectful Collaboration: Respect different experiences and organizational views, recognizing we all have something to learn

Quality and Safety:

- Identify and report risks promptly with prevention strategies
- Take reasonable care for personal and consumer safety
- Participate in workplace health and safety initiatives
- Comply with all policies and procedures
- Maintain confidentiality per privacy legislation
- Involve consumers/carers in quality improvement activities

Excellence and Appreciation: Evidence-based work with continuous quality improvement for excellent outcomes

Commitment to Reconciliation: Work towards culturally aware and safe services for First Nations Community Members

Key Responsibilities and Duties

Leadership and Management

1. Coordination and delivery of clinical services provided by the Mildura Mental Health and Wellbeing Local - in association with the Local Psychiatrist and the Clinical Director (MBPH), the Operations Manager and other partner managers and team leaders;
2. Chair the Quality and Safety Committee which provides clinical oversight across the Local and attend regular governance meetings to report on clinical governance with partner executives;
3. Chair and participate in regular interdisciplinary meetings and provide leadership to clinical teams to optimise outcomes for consumers and their families/carers;
4. Develop, review and implement clinical protocols and practices for Local MHWS in line with Safer Care Victoria and Department of Health guidelines/policies/procedures, and in effective alignment with MBPH policies, procedures and guidelines;
5. Ensure the provisions of the Mental Health and Wellbeing Act 2022 are followed insofar as they are relevant to the responsibilities of this position;
6. Contribute to the training and development of clinical and direct care staff in the Local MHWS;
7. Make effective decisions on clinical service requirements, issues and any other requirements;
8. Ensure regular communication with consortia partners on significant clinical matters including the development of clinical pathways, guidelines and policies.
9. Represent the Local MHWS at meetings and with external providers and services where appropriate.

Clinical

10. Alongside the Local's psychiatrist, provide clinical direction and oversight across all aspects of the Mental Health & Wellbeing Local service, including escalation to acute services, to ensure service responses are safe, accessible and evidence based.;
11. Work with multidisciplinary teams and facilitate involvement of consumers, carers and families in the planning and delivery of their treatment, care and support;
12. Provide primary, secondary and tertiary consultation and support to other professionals providing services to people with mental illness in the Local.
13. Provide clinical supervision to staff and participate in teaching and orientation of Junior Medical Staff, Nursing, Allied Health, Lived Experience and undergraduate students as required;
14. Maintain a current knowledge of modern practices and implement evidence-based therapies as they relate to clinical mental health services;
15. Maintain accurate records, provide accurate statistics and reports, and complete discharge summaries and other required paperwork in a timely manner;
16. Other duties as determined by the Local Psychiatrist & Clinical Director MBPH to be consistent with the primary purpose of this position as identified above.

Key Selection Criteria

Leadership, Management, and Information Technology	• Significant management experience. • Understanding of Mental Health Reform in Victoria and the benefits of integrated service support • Effective leadership and communication skills. • Demonstrated experience in the development and implementation of innovative programmes. • Demonstrated understanding of and commitment to the provision of high-quality clinical services, clinical governance, quality improvement and peer review. • Demonstrated experience in leading clinical workforces through planning, development, education and training. • Willingness to learn and adapt to technology platforms relevant to the role.
Knowledge and Experience	• Evidence of continuing professional development. • Significant clinical mental health experience. • High level communication, interpersonal and negotiation skills • Ability to work as part of a multidisciplinary team, as

	well as independently.
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Key Requirements

Qualification & Registrations	• Relevant qualifications in a health discipline (Nursing, OT, Psychology or SW) with registration with relevant governing body • A post graduate qualification in management is highly desirable
Information Technology	• Proficiency with Microsoft office and other applications in use within health service operations.
Compliance	• National Police Check • International Police (if required) • Current Victorian Working with Children Check - employment • NDIS Workers Screening Check • Evidence of right to work in Australia • Immunisation checks
Other desirable	• Exceptional communication skills with staff at all levels within large healthcare organisations, including demonstrated written communication skills and experience in writing reports, submissions and plans. • Capacity to collaborate with all stakeholders to achieve effectiveness and efficiency of services. • Proven ability to lead, manage and influence others in an environment of change. •