

Position Description

Position Title:	Mental Health Clinician (Intake)
EBA / Award:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Social Worker, Registered Psych Nurse, Psychologist or Occupational Therapist
Reports to Operational:	Towards Change Lead
Primary Site:	Mildura
Last updated:	July 2026

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system.

In Mildura, Wellways, Mildura Base Public Hospital, Mallee District Aboriginal Services and Sunraysia Community Health are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the participant wants to receive support.

This new service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows 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.

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services will be in response to participants experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The Mental Health and Wellbeing Local Services will be community-led, coproduction will be the means in which we ensure a diverse range of perspectives are included in design, delivery and governance of the local ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

Team

This role makes up part of the Towards Change Team and is a crucial part of the Victorian Mental health reform work that Mildura Base Hospital and its partners are undertaking. This role will be part of a growing service system which places the community in the centre of the Local Mental Health and Wellbeing (Local) network across Victoria.

The Towards Change Team provide a range of assessments depending on participant need and will provide evidence-based interventions for participants beyond mental health, extending to physical health, substance dependence issues, employment and relationships support, as part of the broader Local workforce.

The Towards Change Team provide assessment, planning and therapeutic interventions to participants in partnership with the Support and Connect and Building Community Capacity teams.

Role Purpose

The Mental Health Clinician (Intake), employed by the Mildura Base Public Hospital, will provide high quality mental health support including clinical, educational and consultative interventions to participants accessing the Mildura Mental Health and Wellbeing Local. This role will be responsible for the initial intake, assessment and planning within the Local.

The role will be integrated into a multi-disciplinary team. The clinician will be focused on improving outcomes for participants, carers, and the wider community. They will be skilled in providing quality mental health support and have experience in providing evidence-based intake, assessment and interventions. The clinician will be committed to building a culture that is inclusive and driven by values that are shared by the participant and the wider community.

The Mental Health Clinician (Intake) will work in close partnership with participants, wellbeing Navigator Peers and colleagues to support the recovery of psychological distress with a strong focus on transparent strengths-based care.

How you will make a difference

The Mental Health Clinician will play a vital role in ensuring that participants, carers, and their families receive valuable and supportive mental health care. This role will fulfil the community's need for accessible clinical mental health service delivery and play an integral role in changing and shaping the way mental health and wellbeing services and supports are delivered to the Mildura community.

Key areas of accountability

Area	Deliverable
General	Demonstrated ability to work independently and as part of a multidisciplinary team environment.

	• Commitment to and understanding of current best practice models in providing care to people accessing mental health support. • Sound knowledge of the Victorian Mental Health and Wellbeing Act 2022 and other relevant legislation and its application to clinical practice. • Demonstrated experience of working within a mental health service in the context of intake / initial assessment and planning. • Commitment to ongoing education and professional development. • Highly developed communication, interpersonal and solution focused problem-solving skills. • Demonstrated knowledge and experience in the delivery of mental health intake, assessment and planning. • Demonstrated ability to apply recovery orientated approach to clinical practice. • Demonstrated ability to contribute to the development, implementation and evaluation of programs, policies, procedure and staff development activities. • Willingness to learn and adapt to technology platforms relevant to the role.
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Key Requirements

Qualification	Essential: • Qualification as a Registered Nurse, Social Worker, Psychologist or Occupational Therapist • Post graduate diploma in psychiatric/mental health nursing or completion of a specialist undergraduate Mental Health Nursing Program • Current Registration and / or membership (or eligibility for) with relevant governing body • Demonstrated experience, skill and / or knowledge in the provision of intake / triage care and planning to people who have experienced mental illness or psychological distress. • Demonstrated time management abilities, excellent communication (written and oral) and interpersonal skills
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	• Demonstrate a friendly, proactive approach and able to work with competing needs, deadlines to balance priorities with efficiency and professionalism. • Ability to work independently and within a team. Desirable: • Experience working with vulnerable/priority populations in a mental health setting. • A good understanding of Federal, State and Local Mental Health policy and current reform along with a working knowledge of the relevant Mental Health and Wellbeing Act, 2022 and associated regulatory frameworks
Information Technology	• Good working knowledge of MS Office Suite • Experience in using an electronic medical record system • Proven extensive experience establishing and maintaining appropriate health records.
Compliance	• National Police Check • International Police (if required) • Current Victorian Working with Children Check – Employment • NDIS Worker Screening Check • Evidence of right to work in Australia • Evidence of Booster COVID vaccination • Current Drivers Licence • Immunisation Checks

Required Values & Behaviours

Area	Description
Authenticity and Integrity	- We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. - We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Quality and Safety	- Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants. - Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues. - Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. - Comply with all Policies and Procedures - Maintain confidentiality as per Mildura Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. - Actively involve participants and/or carers in quality and safety improvement activities. - Maintain up-to-date immunisation status related to own health care worker category. - Ensure that the principles of general and participant manual handling are adhered to.
People & Culture	- Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. - Actively participate in relevant professional development. - Display high levels of professional behaviour at all time

Equality and Equity	• We will strive for equality and equity in our approach to partnership and the community we serve. • We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
Honesty and Courage	• We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. • We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
Excellence and Appreciation	• Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	• Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.