

Position Description

Mental Health Case Manager – Adolescent Intensive Management

Classification:	Grade 2- Social Worker, Occupational Therapist, Clinical Psychologist, Speech Pathologist Grade 3- Registered Psychiatric Nurse.
Business unit/department:	Adolescent Intensive Management (AIM) Team Austin ICYMHS (Infant, Child, and Youth Mental Health Services) – Mental Health Division
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☒ Burgundy St clinic
Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025 Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Employment type:	Full-Time
Hours per week:	38 hours/week
Reports to:	Team Leader , Central Youth Community Team Program Manager , Central Community and Specialist Teams
Direct reports:	N/A
Financial management:	N/A
Date:	September 2025

Position purpose

The AIM Mental Health case manager works within the Adolescent Intensive Management (AIM) team's multidisciplinary outreach team, under the direction of the Program Manager, Team Leader and the Consultant Psychiatrist, and with additional support from the relevant discipline senior. In this role the clinician will primarily provide an intensive outreach mental health service to high-risk young people aged 12-18 years, their families and wider service systems within the Austin ICYMHS catchment (i.e., Northern and Northeastern Metropolitan). In line with the Mental Health Royal Commission recommendations AIMS provides service for 12-25 year olds living in the Banyule and Nillumbik Local Government Areas

As a Mental Health case manager, it is expected that you will work collaboratively with AIM case managers and broader ICYMHS staff and teams to support young people who find it difficult to engage in office-based services and are at risk of harm.

About the Directorate/Division/Department

The Mental Health Division provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are across Adult and Child ; Adolescent and can be bed based or located in the community.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to consumer wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualized treatment and care.

About ICYMHS

ICYMHS provides tertiary mental health services to the north-eastern catchment of Melbourne (currently the local government areas of Banyule, Boroondara, Darebin, Nillumbik, Whittlesea, and Yarra). Young people eligible for the service are predominantly aged 0-18 years with only several teams currently available for those aged up to 25 years.

ICYMHS currently have two inpatient units (a child and an adolescent one), a Child and Family Centre, with a YPARC currently being built.

At present there are outpatient community teams and several specialist youth outreach teams. There are also several specialist roles such as Infant and Child Specialist, Carer Consultant and AOD Practice Lead etc. The Lived Experience Workforce is embedded with the ICYMHS directorate.

ICYMHS now includes the Under 18 Triage Team and the Autism Spectrum Disorder Assessment Program.

Our community teams are based at the Heidelberg Campus of Austin Health, the Burgundy Street site and the Epping site. It is anticipated other teams will be located in the community in the future.

About AIM:

The AIM Team is part of Austin Health's Infant, Child, and Youth Mental Health Service (ICYMHS). It services young people from 6 local government areas of metropolitan Melbourne. It is one of several outpatient/outreach teams within the service. It provides intensive, outreach, mental health services including screening/assessment, treatment and consultation concerning adolescents experiencing complex social, emotional, and behavioural difficulties and mental health problems. The majority of the caseload consists of young people aged 12-18 years, their families, and systems of care. These are typically young people who are vulnerable, at high risk, and find it difficult to engage in office-based services. In line with the recommendations of the Royal Commission into Mental Health, this team, alongside other ICYMHS teams, is transitioning to provide case management services to include 18-25-year-old youth living in the Banyule and Nillumbik Local Government Areas.

The model of care used by the team is informed by a strong neurodevelopmental and early intervention perspectives, family inclusive practice, safety and risk management approaches and dignity in risk-taking, etc. The team work collaboratively in practice and draw on a strong understanding of systems approaches and frameworks to complex care and case management.

Currently the team is situated in the Burgundy St clinic. Travel is required between campuses, and in an outreach capacity for the purposes of fulfilling the needs of the allocated caseload.

Position responsibilities



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Role Specific:

Direct Comprehensive Care

- Deliver high quality care for a small clinical caseload, as well as consultation and liaison with organisations.
- Provide direct service in the clinical assessment, diagnosis and treatment of young people and families utilising individual outreach approaches, selected treatment modalities suitable for engaging young people in their recovery, which may include mental health promotion and other professional development/capacity building activities.
- Be informed by a developmental model and systemic framework to clinical reasoning and actions.
- Complete a high standard of accurate and timely clinical and operational documentation and data entry in a timely and efficient manner, and in accordance with CYMHS standards of documentation and relevant professional/mental health sector statutory requirements.
- Display a clear understanding of and practice in the principles of recovery-orientated, trauma-informed and family-centred, collaborative practice and expertise in engaging children, adolescents and their families within a range of settings.
- Provide high quality, evidence-based clinical assessment and treatment at an individual or family-system level as indicated by clinical need within available resources, primarily in an outreach capacity.
- Perform mental health and risk assessment, plan and implement treatment interventions including crisis management, individual counselling, family work, and system containment and consultation for the client/carers/system.
- Support and enhance understanding and identification of social, emotional and behavioural problems in order to reduce impact and prevalence of mental health difficulties/disorders in schools and other external agencies.
- Provide relevant discipline specific assessments that may be required according to the Mental Health Clinician's level of training and experience.
- Demonstrate strong clinical reasoning and decision-making skills with appropriate clinical independence, seeking support when necessary.
- Regularly record accurate health record information and statistics pertaining to individual clients' attributable care and clinical support activity.
- Undertake roles and other duties as directed and appropriate to their experience and training that are necessary for the efficient functioning of the team and the service.
- Working collaboratively with the school community and other services (e.g., Child Protection, drug and alcohol treatment services, Youth Justice and other organisations) in providing integrated treatment and management.
- Contribute to team, discipline and ICYMHS operational activities, portfolio management, service planning, research and evaluation activities so that the team's and service's performance and culture is safe, healthy and productive with a view to continual improvement.
- Effectively engage and work with lived experience/consumer and carer advocates to enhance the knowledge, attitudes and skills of the team to improve quality of care.
- Comply with relevant professional and mental health sector legislative and statutory requirements
- Maintain an awareness and practice of safety issues, the safe practice policy and procedures of the service, and relevant legislation to ensure that risks to consumers, carers, families, staff and the community are minimised.
- Perform any other duties and work from another work location as directed.

Education

- Actively participate in regular supervision (operational, professional and clinical) and performance development and review processes.



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- Participate in both internal and external continuing education programs and demonstrate a commitment to improving professional performance and development to satisfy Continuing Professional Development requirements.
- Provide education to clinicians, students and external service providers as indicated.

Professional Leadership

- Provide secondary consultation to primary and other specialist service providers on behalf of the service.
- Participate in team quality improvement initiatives, supervision, departmental research and evaluation activities and to fill other portfolio responsibilities on behalf of the team and department as required.
- Provide support to the team's leadership, offering supervision to other members of the team, or students, as required.

Selection criteria

Essential Knowledge and Skills

- Demonstrated experience and competence in working systemically with children and adolescents who have mental illness and difficulties engaging in recovery as well as their families and their system of care and support, including individual, outreach and carer-focused clinical services.
- Demonstrated knowledge of recovery and collaborative clinical practice including complex crisis assessments and clinical formulation and diagnosis informed by a developmental/systemic perspective.
- Competence in developing individualised service plans for the mental health case management and therapeutic treatment of young people and their families/carers systems, in order to successfully liaise across multiple service sectors for the benefit of each young person.
- Proven ability to work independently and an ability to provide clinical interventions to young people experiencing or at risk of mental illness.
- Demonstrated cultural sensitivity when working with young people and families with diverse backgrounds.
- Demonstrated ability to provide accurate, accessible and timely written records of clinical work, as required by Austin Health's MHD standards of documentation.
- Demonstrated ability and experience in developing effective collaborative community partnerships and the provision of consultation support to families, school staff and other specialist service providers.
- Ability to operate collaboratively within an innovative and changing team and service environment, as well as ability to enhance multidisciplinary team functioning as an active and senior team member.
- Excellent interpersonal, communication (written and verbal) and negotiation skills.
- Demonstrated negotiation, advocacy, communication and interpersonal skills.
- Sound knowledge of relevant legislation and practice frameworks, such as the Mental Health and Wellbeing Act 2022; the Child, Youth and Families Act 2005; the Privacy Act 1988; and the Drugs, Poisons and Controlled Substances Regulations 2017.
- Experience in providing high quality professional supervision and/or mentoring.
- Proficiency in keyboard skills and information technology systems and applications (Microsoft Office, databases, etc.) relevant to the management of risk management reporting or as required for the role.
- Strong organisational and time management skills as shown by a dynamic and flexible approach to time and caseload management.

Desirable but not essential

- Experience working in outreach models of care.



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- Significant experience of intensive case management and systems work.
- Post-graduate training and experience in mental health, child development, family-therapy and/or group interventions.
- Specialist qualification in a preferred therapeutic modality (e.g., family therapy, child psychotherapy) would be an advantage.
- Previous experience in service planning and contribution towards data collection.
- Experience in the development and implementation of training programs to school and external agency staff and CYMHS clinicians.

Professional qualifications and registration requirements

Mandatory Qualifications:

Registration via the Australian Health Practitioner Regulation Agency, or for Social Workers and Speech Pathologists, eligibility for membership to the respective bodies, as outlined below:

- Registration with the Nursing and Midwifery Board of Australia (NMBA) and approved post graduate qualifications in psychiatric nursing and/or relevant experience; or
- Registration with the Occupational Therapy Board of Australia and an approved degree from a recognized school of Occupational Therapy or other qualification approved for the eligibility for membership of the Australian Association of Occupational Therapists (VIC)
- Registration as a psychologist under the Health Practitioner Regulation National Law Act (2009). Practice endorsement as a Clinical Psychologist with the Psychology Board of Australia.
- An approved degree in Social Work and eligibility for membership to the Australian Association of Social workers (AASW).
- An approved degree in Speech Pathology and eligibility for registration with Speech Pathology Australia.

A current Victorian Driver's License (without restrictions) and ability to drive a work vehicle.

A current Working with Children's check (without restrictions).

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles



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All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy, and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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