

Position Description

Position Title: Case Manager

Classification:	Social Worker Gr2 , Psychologist Gr2, Occupational Therapist Gr 2, RPN - Gr 3
Business unit/department:	Child Inpatient Unit, Child and Youth Mental Health Service, Mental Health Division
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement 2021 - 2025
Employment type:	Full-Time
Hours per week:	40 (38+ADO)
Reports to:	Nurse Unit Manager
Direct reports:	
Financial management:	Budget:
Date:	July 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Case Manager provides high quality clinical care and case management to young people and their families referred for an admission into the Child Inpatient Unit. It provides psychosocial assessment, treatment and case management in the context of a multidisciplinary work environment.

The role includes extensive pre-admission work up and on admission comprehensive case management (coordinating the team who works with the child and family). Case Manager can also provide individual therapy to the child and participate in family /dyadic therapy. Discharge planning and liaison with the referrer and service system is also part of the role.

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

located across Austin Health campuses and in the community.

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

The Child Inpatient Unit is a 12 bed unit which:

- Provides specialist inpatient psychiatric assessment and treatment for young people up to the age of 13 years with severe emotional and/or behavioural disturbance,
- Provides two types of admission: Crisis and Planned – during which both assessment and treatment can be accommodated,
- Children are admitted on a voluntary basis with a primary care giver
- All members of the household are encouraged to attend and flexible arrangements are made for anyone who has a caregiving role.

Position responsibilities

- Supports referrals and admissions for children and their families to the Child Inpatient Unit in a multi-disciplinary setting.
- Provides high quality, clinically accurate and comprehensive biopsychosocial assessment, treatment, and case management to children and their families.
- Provides high quality secondary consultation to families, and to primary and other specialist service providers, on behalf of the team.
- Uses a variety of critical thinking strategies and best practice evidence in making decisions and in providing safe, high quality case management within person-centred and evidence based frameworks
- Develops effective and purposeful therapeutic and professional relationships with the family and the treating outpatient teams, DHHS Child Protection, Family Services and Family Violence, NDIS etc. This is inclusive of referral pathways to the above services.
- Provides developmentally appropriate individual therapies.
- Undertakes parent therapy with parents or carers of the children on the Child Unit.
- Participates in the provision of family therapy.
- Takes responsibility for the evaluation of practice based on agreed priorities goals, plans and outcomes and revises practice accordingly.
- Provides discipline specific input into the clinical assessment of children and their families referred to the unit.
- Evaluates outcomes to inform therapeutic practice.
- Provides accurate, accessible and timely written records of clinical work, as required in CYMHS standards of documentation.
- Assists in team and departmental research and evaluation activities and fulfill other portfolio responsibilities on behalf of the team and department as required.
- Risk formulation and management.
- Actively participates in regular supervision (clinical, operational and professional).
- Advocates for the rights of the child.
- Participate in intake roster as directed/rostered.
- Shows a positive approach to ongoing self education and skill development.
- Performs other duties as directed



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Selection criteria

Essential skills and experience:

- Displays a clear understanding of and practice in the principles of recovery-orientated trauma informed and patient focused/family-centered care, collaborative practice and expertise in engaging children and their families within a clinical setting.
- Demonstrates strong clinical reasoning and decision making skills with appropriate clinical independence when necessary.
- Demonstrates a flexible, positive and innovative team-orientated approach to service delivery, change and diversity.
- Demonstrates cultural competency when working with young people and their families from diverse backgrounds.
- Displays highly effective oral, written and interpersonal communication.
- Demonstrates the ability to enhance multidisciplinary team functioning.
- Displays strong organisational and time management skills, as shown by a dynamic and flexible approach to time management and clinical caseload demands.
- Has an awareness and practice knowledge of relevant legislation and practice frameworks (e.g. Mental Health Act (2022) and Child Youth and Families Act (2005)).
- Proficiency in key board skills and information technology systems and applications (Microsoft Office, search engines, databases, etc.) as required by the role.

Desirable but not essential:

- Experience in working with complex cases across multiple settings including mental health.
- Demonstrates a commitment to evidence-based practice research and quality improvement activities in a work setting
- Demonstrates capacity to work with the interpersonal challenges, difficulties and conflict that may arise in any professional team environment.
- Completion of the Developmental Psychiatry Course (e.g. from Mindful).
- Experience with working alongside the Child Protection and Family Services systems
- Family Therapy training (Grad Certificate/Grad Diploma/Masters).

Professional qualifications and registration requirements

Mandatory Qualifications

- Relevant professional qualification in a health related discipline (psychology, nursing, social work, speech pathology, or occupational therapy) with current Registration with Australian Health Practitioner Regulation Agency (AHPRA) where applicable.
- Psychologists must be registered with a specialist endorsement in Clinical Psychology or Clinical Neuropsychology.
- Nurses must have a Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent.



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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

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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