

Position Description

Case Manager

Classification:	RN Div 1, Registered Psychiatric Nurse - Grade 3 Occupational Therapist - Grade 3 or, Social Worker - Grade 3 or, Clinical Psychologist - Grade 2
Business unit/department:	Mental Health Adult & Older Adult Division Continuing Care Service (CCS)
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input checked="" type="checkbox"/> Hawdon Street
Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
	Victorian Public Mental Health Services Enterprise Agreement 2025 - 2028
Employment type:	Full-Time
Hours per week:	40 (38+ADO)
Reports to:	CCS Manager
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	June 2026

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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 Continuing Care Service (CCS) within Adult & Older Adult (26+ yrs) Mental Health Service, is part of a network of services for adults with psychiatric problems who live in Nillumbik Shire and the City of Banyule.

CCS is a case management service that offers its clients psychiatric assessment and treatment in the form of:

- After hospital support and follow-up from our community clinic
- Referral to and liaison with GPs, private psychiatrists and other services
- Assistance with inter-agency referrals including NDIS, Centrelink, Ministry of Housing applications.

- Support to access psychosocial interventions including community support groups and psychological services
- Clozapine Coordination

About the Division

The Adult & Older Adult Mental Health Division provides comprehensive mental health care for individuals aged 26 years and over, as well as support for their families and carers. The service operates across the City of Banyule and Shire of Nillumbik and forms part of the broader Mental Health Division.

Community-based services focus on providing accessible, recovery-oriented care in the local area. These services include crisis assessment and response, continuing care, outreach support, rehabilitation, drug and alcohol services, and collaborative programs with primary care and emergency services. The aim is to support individuals in their recovery journey and reduce the need for hospitalisation through early intervention and integrated care.

Position responsibilities

- Display a clear understanding of the principle of recovery orientated practice and its implementation within a clinical setting.
- Work collaboratively with CCS Senior Clinicians, Team Leader & wider CCS Leadership Team
- Complete comprehensive Mental State Examinations & Risk Assessments
- Undertake assessment and case management of CCS consumers and contribute to the implementation, monitoring, and evaluation of treatment objectives.
- Undertake a clinical case load as per the teams' requirements within the CCS.
- Ensure continuity of care to consumers, families and carers through the principles of case management.
- Participate in service development by providing liaison, consultation and education services for other health care professionals, consumer and community groups and agencies.
- Work with registered consumers to complete Individual Recovery Plans, Safety Planning, NDIS applications and other assessments as necessary.
- Provide knowledge and skills, based on professional background, as part of a multidisciplinary team, consult with other North East Area Mental Health Service (NEAMHS) staff on specialist and community psychiatry matters.
- Participate in team and discipline specific supervision activities.
- Provide timely provision of all service activity data (Rapid and Outcome Measurement), including contact details and other statistical data as requested by the CCS Manager and Mental Health Division leadership
- Engage in professional development activities as directed.
- Proven ability in of the techniques of assessment, crisis intervention, counselling, and psychosocial rehabilitation.
- Assist with Duty function as rostered.
- Undertake in other duties that may be required as may arise in the course of employment period.



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Selection criteria

Essential skills and experience:

- Proven ability to liaise and consult with relevant family members/carers, as well as a broad range of health professionals and community agency.
- Demonstrated knowledge of recovery and collaborative clinical practice.
- Demonstrated skills and knowledge in community mental health, including crisis intervention, telephone triaging, consultation, referral, mental state and risk assessment treatment and collaborative care planning.
- Relevant knowledge and demonstrated skills in crisis intervention for people in psychiatric crisis.
- A thorough knowledge of the Mental Health and Wellbeing Act (2022)
- Knowledge of, and the ability to apply, the principles and practices of your discipline.
- Pursues and demonstrates a commitment to professional development to maintain, strengthen and broaden clinical knowledge and expertise.
- Has an undertaking to participate in clinical supervision actively and independently with a discipline senior.
- Demonstrated experience and ability in community-based assessment and management of people with substantial and prolonged mental illness.
- A positive approach to ongoing self-education and skill development.
- A flexible, innovative team-oriented approach to service delivery.
- A positive approach to change and diversity.
- Experience and proficiency in keyboarding and Computer skills.

Desirable but not essential:

- Nurses to have completed community mental health experience or at least 24 months acute inpatient experience.
- Social Work or Occupational Therapy or Clinical Psychology – minimum 3 years community mental health experience

Professional qualifications and registration requirements

- Relevant professional qualification in a health-related discipline (Social Work, Occupational Therapy, Clinical Psychology or Registered Psychiatric Nurse) and current registration with the relevant professional board, association or college
- Post-Graduate Qualification in Mental Health Nursing or equivalent for Registered Nurses
- Psychologist: Registration with a specialist endorsement in Clinical Psychology or Forensic Psychology
- Social Workers must be eligible for a membership with the Australian Association of Social Workers (AASW)
- 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



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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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