

Position Description

Senior Clinician/Case Manager Coordinator – AIPU

Classification:	Grade 3- Psychologist, Grade 4- Registered Psychiatric Nurse Grade 4- Social Worker, Occupational Therapist, or Speech Pathologist
Business unit/department:	Infant Child and Youth Mental Health Service (ICYMHS) Mental Health Division (MHD)
Work location:	Austin Health Heidelberg site
Agreement:	Victorian Public Mental Health Service Enterprise Agreement 2025-2028 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	40 (38 with ADO)
Reports to:	Nurse Unit Manager of Adolescent Inpatient Unit
Direct reports:	N/A
Financial management:	Budget: N/A
Date:	June 2026

Position purpose

The Senior Clinician/Case Manager Coordinator is a senior clinician who, alongside their reduced caseload, will be responsible for the day-to-day clinical functioning and leadership of the case management team in partnership with the Consultant Psychiatrist and Nurse Unit Manager of the AIPU. The role will include workload management, support of staff in clinical decision making, orientation and retention.

Together with the Nurse Unit Manager they will contribute to the development of clinical and operational systems within the team. The senior clinician will provide active service delivery carrying a case load.

The incumbent will contribute to the ongoing development and implementation of enhancements to the model of care for adolescents ensuring practice is in line with contemporary evidence based

mental health models of care and current Victorian initiatives including the Recovery Framework.

About the Directorate/Division/Department

The Mental Health Division (MHD) 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.

The Mental Health Division incorporates three program areas:

- Adult and Older Mental Health Services
- Infant, Child and Youth Mental Health Services and,
- Mental Health Specialty Services.

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 Infant Child & Youth Mental Health Service (ICYMHS)

The Child and Youth Mental Health Service (ICYMHS) sits within the Mental Health Division and 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 aged 0-25 years. Lived and Living Experience Workforce is also embedded with the ICYMHS Directorate.

Austin Health ICYMHS have two inpatient units (a child and an adolescent one), a Child and Family Centre called Booboop Narrkwarren Nagarra-Jarra-noun and a Youth Prevention and Recovery Centre (YPARC), along with a range of community teams.

The child and youth community teams work alongside specialist outreach teams, an Under 25 Crisis Assessment & Treatment Service (CATS) and a triage team. The work is supported by specialist roles: - Infant and Child Specialists, Carer and Consumer Consultants, Alcohol & Other Drug Specialists, Aboriginal Mental Health Liaison Officers, a group program coordinator and an Autism Spectrum Disorder Assessment Program.

The Adolescent Inpatient Unit (AIPU) is one of two inpatient units within Austin Health's ICYMHS, the other being for children. It is one of four adolescent inpatient units in Victoria.

This unit has 11 beds and is based at the Austin Hospital in Heidelberg. Adolescents aged 13-17 are admitted for mental health assessment and treatment when their presentation requires high levels of containment, or for further investigations.

These young people may be experiencing significant acute and complex emotional, behavioural and/or social difficulties and have usually had some outpatient treatment. A high proportion of the consumers are admitted in crisis.



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The team is also supported by Austin School teaching staff who work to keep young people connected to their home schools or to help them reconnect to appropriate education pathways.

Position responsibilities

Role Specific:

- Display and enact a sophisticated practice in the principles of recovery-orientated, trauma-informed and family-centred, collaborative practice with a strong expertise in engaging children and their families within clinical settings.
- The Senior Clinician /Case Manager Coordinator is will hold a clinical case load as well as support team members with complex clinical issues and/or shared case management.
- The Senior Clinician /Case Manager Coordinator will work collaboratively with all team and consultants/NUM to ensure the workload and referral throughput is well managed and effective;
- Integral in developing and maintaining a positive team culture and environment with a capacity to support staff and service through changes.
- Together with the Consultant Psychiatrists monitoring progress of team cases, ensuring the completion of diagnosis, formulation, individualised service plans and treatment interventions are appropriate and implemented to a high standard of clinical care
- Work collaboratively and successfully with the lived experience workforce, empowering them in their role in the team and learning from them to improve the practices of self and others.
- In collaboration with the Nurse Unit Manager maintain and develop resources; staffing and recruitment resource management for the service.
- The Senior Clinician /Case Manager Coordinator will play an integral role in the review, evaluation, and quality improvement activities of the team.
- Support the Nurse Unit Manager to ensure that the early career allied/case manager staff have a minimum of one formal performance appraisal per year integrating feedback from the discipline leads and ELP (early learning program) coordinators and have completed mandatory competencies and ATLAS training as required
- Ensure the delivery of sensitive and effective practice to meet the needs of consumers, carers and staff.
- Consultation with the Consultant Psychiatrists and Admission & Discharge coordinator coordinate the timely completion of discharge summaries and in general maintain and promote effective communication, both written and verbal, to ensure information and documentation is accurate and meets required service standards. Utilise the resources of the organisation responsibly in a cost-effective manner.
- Support and `review with the team the use best available evidence to improve current practice.
- May assist in providing secondary consultation to families, and support linkages to other primary and specialist service providers as needed.

People Management Roles:



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- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs;
- Be aware of and comply with the core education, training and development policy.

Selection criteria

Essential Knowledge and skills:

- Relevant, 5 minimum years of post-graduate experience in a tertiary mental health setting - specific to experience with children and young people.
- Demonstrated commitment to care of children and their families in the least restrictive and intrusive manner, respecting rights, privacy and dignity.
- Demonstrated commitment to working collaboratively with consumers and carers, to promote self-determination and progress toward personal recovery goals.
- Sound understanding of and ability to apply best evidence base for assessment and treatment. Demonstrated ability and knowledge of the early identification, assessment, formulation and a range of therapeutic interventions for both individuals and groups.
- Skill in engaging infants, children and families who can be hard to reach or engage.
- Experience in case management of consumers via implementation of tailored individualised Treatment Plans.
- Well-developed interpersonal skills to effectively communicate with young people, families/carers
- Demonstrated ability to develop effective relationships with colleagues, service and other external stakeholders.
- Thorough knowledge of the principles and practices of DHHS Recovery-Oriented Practice in Mental Health
- Sound knowledge of The Victorian Mental Health Act (2014) and other relevant legislation
- Excellent organisational and time management skills

Desirable but not essential:

- Family Therapy training highly desirable
- Demonstrated experience in the provision of clinical/professional supervision with willingness to develop and expand on these skills
- Demonstrated ability to provide clinical leadership to a multidisciplinary team with willingness to further develop these skills.
- Evidence of on-going professional development
- Demonstrated capacity to undertake/support research, publication and public presentation.



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Professional qualifications and registration requirements

- Registration via the Australian Health Practitioner Regulation Agency (all disciplines except Social Work):
 - 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 recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.); or
 - 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, and a minimum 10 years post-graduate experience
 - Recognised supervisor status with the Psychology Board of Australia; or
 - An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.
- 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

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.



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- 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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