

# Position Description

## ICYMHS Senior Triage Clinician

<b>Classification:</b>	Grade 3- Psychologist, Grade 4- Registered Psychiatric Nurse Grade 4- Social Worker, Occupational Therapist, or Speech Pathologist
<b>Business unit/department:</b>	Infant Child and Youth Mental Health Service (ICYMHS) Mental Health Division (MHD)
<b>Work location:</b>	Other: Offsite with office at 37 Burgundy Street Heidelberg
<b>Agreement:</b>	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
<b>Employment type:</b>	Parental Leave Cover
<b>Hours per week:</b>	30.4
<b>Reports to:</b>	ICYMHS Triage Team Leader and Program Manager access Community and Partnership teams
<b>Date:</b>	April 2026

### Position purpose

The Senior Clinician is accountable to the Triage Team Leader and will work collaboratively with the broader Mental Health staff and teams.

The main duties of Triage clinicians include providing an initial point of contact for clients and referrers with a focus on children, young people and their families; triaging referrals according to clinical urgency and required response times; conducting face-to-face assessments of clients requiring urgent assessment; and providing information to consumers, referrers and staff about alternative community resources.

### 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)** 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).

It is an exciting time for Austin as the ICYMHS directorate will be expanding in response to the recommendations from the Victorian Royal Commission into Victoria's Mental Health Services (2021).

ICYMHS currently has two inpatient units- Child and Adolescent, a Child and Family Residential Program, with future projects for a further residential program - YPARC.

At present there are a number of community teams and a number of specialist youth outreach teams. There is an ICYMHS Triage Team and an ICYMHS CATT service.

There are also a number of specialist roles and teams that support the work of ICYMHS alongside an expanding Lived Experience Workforce embedded within the ICYMHS directorate.

Our community teams are currently based primarily at the Heidelberg Campus of Austin Health, Heidelberg site and in Epping. It is anticipated there will be a number of teams located the community over time.

Alongside ICYMHS in general the triage team are currently planning the expansion of the service to include referrals of 18-25 years olds over the next year.

## Position responsibilities

### Role Specific:

- Display a clear understanding of the principle of recovery orientated practice and its implementation within a clinical setting.
- Receive referral information from clients, families and referring agents by telephone.
- Perform a triage function on the basis of referral information, leading to allocation of clients to mental health clinical teams or re-referral to appropriate community resources.
- Conduct initial face-to-face assessments for clients requiring a face-to-face review. To make an appropriate clinical disposition and organise a timely clinical service.
- Ensure screening registrations of all new referrals are completed according to data recording requirements, providing accurate, accessible and timely written records of clinical work, as required in mental health standards of documentation.
- Perform organisational, typing, data entry and written documentation duties as required.
- Assist in the provision of information to clinical and managerial staff concerning referral patterns and appropriate community resources.
- Assist in community liaison and consultation concerning access to mental health services.
- Work well under the leadership of the Triage Team Leaders and the Program Manager for Access Community and Partnership teams.
- Support and participate with the team and ICYMHS in research and evaluation activities, and fill other portfolio responsibilities on behalf of the team and ICYMHS as required.



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## Selection criteria

### Essential Knowledge and skills:

- Specific training and developed skills in engagement and risk assessment in a telephone triage context and demonstrated capacity to manage high levels of distress and anxiety in referrers and families whilst providing quality clinical intervention.
- A demonstrated broad range of counselling and clinical skills, and the capacity to practice these both on the telephone and in direct face-to-face practice with clients and their families.
- Excellent skills in both verbal inter-personal communication and written communication.
- Capacity to work within a multi-disciplinary team.
- Ability to work well under supervision, and also autonomously.
- Computer skills commensurate with maintaining a referral and resource database plus the ability to type in real life as referrals are being made.
- Demonstrated ability to provide accurate, accessible and timely written records of clinical work.

### Desirable but not essential:

- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- Training in Single Session Work.

## Professional qualifications and registration requirements

- Relevant professional qualification in a health related discipline (social work, occupational therapy or nursing) with current Registration with Australian Health Practitioner Regulation Agency (AHPRA) where applicable.
- Nurses must have a Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent.
- At least 5 years (mental health nurses) and at least 7 years (allied health) clinical experience in Infant Child and Youth Mental Health or related fields, and particular experience and skills in the practice of community-oriented service delivery.

## 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.



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## 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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