

Position Description

ICYMHS Triage Team Leader – JOB SHARE Senior Mental Health Clinician

Classification:	Chief Grade 3 Social work/ Occupational Therapy RPN 4- with over award Clinical Psychology P4
Business unit/department:	Infant Child and Youth Mental Health Service (ICYMHS) Mental Health Division (MHD)
Work location:	Onsite at 37 Burgundy Street Heidelberg
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:	Fixed-Term Part-Time
Hours per week:	19 hours Fixed term until February 2028
Reports to:	Program Manager Access Community and Partnerships Teams
Direct reports:	ICYMHS Triage Team clinicians
Date:	February 2026

Position purpose

The ICYMHS Triage Leader reports to the Access Community & Partnership Teams Program Manager and will work collaboratively with the broader Mental Health staff and teams.

Together with the Team Consultant and the Program Manager the Team leader has clinical and operational responsibility for referrals and throughput in order to optimise the delivery of services to its client population.

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.

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.

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). 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 emerging Under 25 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, a Heidelberg site and in Epping. It is anticipated there will be a number of teams located the local communities over time.

Position responsibilities

Role Specific:

- Displays a clear understanding of the principle of recovery orientated practice and its implementation within triage and referral processes in a clinical setting.
- The Team Leader will work collaboratively with all team members to ensure the workload and referral throughput is managed in a timely manner and effective.
- Together with the Consultant Psychiatrist monitoring progress of referral flow and outcomes, ensuring the completion of triage and referrals appropriate and implemented to a high standard of clinical care.
- The team manager will provide supervision in relation to complex clinical issues.
- Integral in developing and maintaining a positive team culture and environment with a capacity to support staff and patient/referral flow.
- The Team Leader will hold the primary responsibility for management of all referrals - and management of the team systems to monitor fair workload distribution.
- 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 Program Manager maintain and develop resources; staffing and recruitment resource management for the service.
- The Team Leader will play an integral role in the review, evaluation, and quality improvement activities of the team.
- Support the Program Manager to ensure that all staff have a minimum of one formal performance appraisal per year and have completed mandatory competencies and ATLAS training as required.



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- Ensure the delivery of sensitive and effective practice to meet the needs of consumers, carers and staff.
- Maintain and promote effective communication, both written and verbal, to ensure information and documentation is accurate and meets required service standards.
- In collaboration with Program Manager, ICYMH, and Austin Health professional discipline seniors, maintain clinical service standards, relevant quality improvement activities and staff appraisal processes.

Direct Clinical Care

- Lead others to develop skills in comprehensive triage assessment and care planning to maximise referral outcomes and achieve goals of care.
- Support and review with the team the use best available evidence to improve current practice.
- Provide expertise in management of complex situations and generate alternative course of action as required.

Education

- Together with the Program Manager I source relevant training opportunities for the ICYMH Triage team and support with staff have completion of mandatory competencies and ATLAS training as required.
- Facilitate staff learning through development of cross discipline relationships and networks.
- Provide mentorship/ coaching of other staff for career development.
- Actively participate in area of expertise by presenting at conferences, forums, Nursing Grand Rounds.
- Utilise and maintain professional practice portfolio to plan for future continuing education, professional development and employment goals for self and others.
- Lead/coordinate local networks and forums to share and extend professional knowledge and build collegial relationships.
- Identify and implement strategies to support staff with their learning needs.

Research

- Demonstrate in-depth and developed knowledge of the translation of research into practice.
- Lead, guide and support others to deliver evidence-based practice.
- Identify best practice research to address gaps in nursing practice.
- Create, participate and support others in the development of evidence-based guidelines.
- Contribute to local research activities including selecting appropriate research methodology, and data analysis strategies.

Support of Systems

- Contribute to organisational level strategic planning and drive local strategic plan initiatives.
- Lead initiatives aligned to NSQHSS to drive practice improvement at the local level.
- Contribute to the development of staff skills to identify, plan and implement evidence-based risk prevention strategies.
- Support and lead others to develop and undertake evidence-based quality activities based on



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clinical audit results.

- Support others to develop insight into practice gaps and guide them to utilise resources/clinical audit findings in local clinical area.
- Develop others to be skilled in the ability to utilise all Austin Clinical informatics systems.
- Lead staff to adhere to organisational EMR policy and practice.
- Actively contributes to the development and review of policies and practice guidelines in line with their area of clinical expertise.
- To engage in high quality liaison and consultation to other areas within the MH Division and Austin Health, as well as to other service agencies and providers and Government Departments.

Professional Leadership

- Influence nursing clinical leadership and provide advice related to NMBA Decision Making Framework across Austin Health and wider context.
- Demonstrate high levels of self-agility and maintain focus even during times of uncertainty and change.
- Demonstrate a commitment to deliver sustainable, excellent performance and accountability within the local context.
- Establish systems and processes to ensure excellence and accountability in delivery of safe, effective healthcare.
- Practice high-level communication and leadership skills consistently.
- Establish a culture that values and celebrates leadership.
- Create a culture of clinical practice where teamwork, diversity and inclusion are central to delivery of care.

Selection criteria

Mandatory Qualifications

- Relevant professional qualification in a health-related discipline (psychology, nursing, social work, occupational therapy or speech pathology) with current Registration with Australian Health Practitioner Regulation Agency (AHPRA) where applicable.
- Psychologists must be registered with a specialist endorsement in Clinical Psychology, Clinical Neuropsychology or Forensic Psychology.
- APHRA registration as a Board Approved Supervisor and supervisory experience
- Nurses must have a Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent.
- Social Workers must be eligible for registration with the Australian Association of Social Workers (AASW)

Essential for Performance in the Position

- A commitment to Austin Health values: Our actions show we care, We bring our best, Together we achieve, We shape the future.
- Demonstrated knowledge of recovery and collaborative clinical practice.
- Demonstrate well developed skills and knowledge in paediatric mental health, including assessment, brief interventions, discharge planning, consultation, referral, mental state and risk



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assessment, treatment and collaborative care planning. Understanding of the national psychiatric triage rating scale

- Relevant knowledge and demonstrated skills supporting children in psychiatric crisis and their families.
- Sound knowledge of the Mental Health and Wellbeing Act and other relevant legislation and policies.
- Demonstrated understanding of the inpatient and community Mental Health supports/systems.
- Ability to work collaboratively with clients experiencing psychiatric illness and potentially medical comorbidities, their families and carers, as a part of a multi-disciplinary team.
- Understanding and ability to participate in planning and monitoring activities.
- Demonstrated ability to effectively liaise, consult and work within a multi-disciplinary team
- Well-developed leadership, interpersonal, communication and negotiation skills.
- Ability to build a dynamic team, which works effectively within a multidisciplinary environment.
- Possess and demonstrates a commitment to high levels of customer service, both internal and external to Austin Health.
- Pursues and demonstrates a commitment to professional development in order to maintain, strengthen and broaden clinical knowledge and expertise.
- Has an undertaking to actively and independently participate in clinical supervision with a discipline senior.
- 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.
- Computer literacy and a willingness to increase skill base.
- Current driver's licence

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.

Professional qualifications and registration requirements

- AUSTIN HEALTH Code of Conduct, policies and clinical standards
- NMBA Registered nurse standards for practice 2016
- ANMC Code of Ethics for Nurses in Australia
- Health Practitioner Regulation National Law Act 2009
- Occupational Health & Safety Act [1985]
- Psychology Board Guidelines
- Occupational Therapy Board of Australia - Code of Conduct
- Australian Council on Healthcare Standards
- Mental Health Act (2014)
- ACMHN Standards of Practice for Mental Health Nursing in Australia



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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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