

Position Description

Case Manager – Older Adult Community Mental Health Service

Classification:	RN Div 1, Registered Psychiatric Nurse - Grade 3 or Occupational Therapist - Grade 3 or, Social Worker - Grade 3 or, Clinical Psychologist – Grade 2
Business unit/department:	Older Adult Mental Health Service Mental health Division
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☒ Burgundy Street
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025 Applicable Enterprise Agreement will be determined by the successful applicant's professional discipline
Employment type:	Full-Time
Hours per week:	38 hours plus ADO Hours of work and ADO arrangements will be in accordance with the applicable Enterprise Agreement and classification.
Reports to:	Program Manager – Older Adult Mental Health Service
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	September 2026

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 is accountable to the Program Manager and works as part of the multidisciplinary OACS team, providing case management and discipline-specific clinical expertise.

The Case Manager is expected to perform generic tasks as a significant component of their workload as well as provide discipline specific expertise to the NEOACS.

The Case Manager to perform the duties of this position efficiently to the standards of the department, including participating in the Austin Health performance appraisal program.

The role also involves participation in multidisciplinary case reviews, discharge planning, aged care assessments, and service planning meetings, with a focus on enhancing outcomes for older adults with complex psychosocial and mental health needs.

About the Mental Health Division

Austin 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 in the Mental Health Division are located across Austin Health and the community. Employees may be redeployed within the MHD.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supports 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.

Austin Health's Older Adult Mental Health Community Team provides person-centred, recovery-oriented care to older adults experiencing, or at risk of, serious mental illness. The multidisciplinary team—including clinicians, medical staff and Lived and Living Experience (LLE) experts—works collaboratively to deliver trauma-informed, evidence-based support that includes families, carers, and kin.

The team fosters a culture of collaboration, shared learning, and mutual respect to ensure holistic, high-quality care that promotes recovery, dignity, and wellbeing in the community.

Position responsibilities

Role Specific:

- Displays a clear understanding of the principle of recovery orientated practice and its implementation within a clinical setting.
- Complete comprehensive Mental State Examinations & Risk Assessments
- Undertake assessment and case management of NEOACS consumers and contribute to the implementation, monitoring, and evaluation of treatment objectives.
- Undertake a clinical case load as per the teams' requirements within the NEOACS.
- 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, 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 NEOACS Manager and Mental Health Division management.



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- Engage in professional development activities as directed.
- Proven ability in of the techniques of assessment, crisis intervention, counselling, and psychosocial rehabilitation.
- Participate in OACS Duty and Intake Roster functionality as rostered by Manager.
- Provide discipline-specific assessment, intervention, consultation and advice within the employee's professional scope of practice.
- Undertake in other duties that may be required as may arise in the course of employment period.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse): [The Pulse - Home \(sharepoint.com\)](https://sharepoint.com)
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with Austin Health Code of Conduct

Selection criteria

Mandatory Qualifications

Relevant professional qualification in a health-related discipline (psychology, nursing, social work, occupational therapy) with current Registration with Australian Health Practitioner Regulation Agency (AHPRA) where applicable-

- Approved degree from a recognised school of Occupational therapy and eligibility for membership with Occupational Therapy Australia or
- Nurses must have a Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent or
- An approved tertiary qualification in Social Work and eligibility for membership with the Australian Association of Social Workers (AASW) or
- Masters or Doctorate in Clinical Psychology from an Australian Health Practitioner Regulation Agency (AHPRA) approved program of study and current Area of Practice Clinical Endorsement with AHPRA.
- Current registration with Australian Health Practitioner Regulation Agency (AHPRA) where applicable

Essential for Performance in the Position

- Demonstrated knowledge of recovery and collaborative clinical practice.
- 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.
- Demonstrated experience and ability in community-based assessment and management of people with substantial and prolonged mental illness.
- Excellent mental state examination and risk assessment skills
- 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.



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- Experience and proficiency in keyboarding and Computer skills.
- A current Victorian driver's licence.

Desirable but not essential for Performance in the Position

- Proven ability to liaise and consult with relevant family members/carers, as well as a broad range of health professionals and community agency.
- 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.
- Ability to support and maintain key performance indicator processes.
- Ability to identify opportunities for process redesign and to support/coach staff in the implementation of redesign projects and activities.

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



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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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