

# Position Description

## Manager, Mobile Support & Treatment Service (MSTS)

|                                  |                                                                                                                                                                                                                   |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Classification:</b>           | Nursing (Gr 5),<br>Social Worker/Occupational Therapist (G5),<br>Psychologist (Gr 4)                                                                                                                              |
| <b>Business unit/department:</b> | Mental Health Division                                                                                                                                                                                            |
| <b>Work location:</b>            | Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/><br>Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify) |
| <b>Agreement:</b>                | Victorian Public Mental Health Services Enterprise Agreement 2024-2028<br>Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 - 2025  |
| <b>Employment type:</b>          | Full-Time                                                                                                                                                                                                         |
| <b>Hours per week:</b>           | 40 (38 with ADO)                                                                                                                                                                                                  |
| <b>Reports to:</b>               | Divisional Manager, Adult & Older Adult Mental Health Service                                                                                                                                                     |
| <b>Direct reports:</b>           | 7 EFT                                                                                                                                                                                                             |
| <b>Financial management:</b>     | Budget: \$1.45million                                                                                                                                                                                             |
| <b>Date:</b>                     | August 2026                                                                                                                                                                                                       |

We acknowledge 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

### Position purpose

The Mobile Support & Treatment Service (MSTS) Manager is accountable to the Divisional Manager of the Adult & Older Adult Mental Health Service (AOAMHS) and will work collaboratively with the broader mental health staff and teams.

The Manager is responsible for managing overall clinical/patient care standards related to the MSTS and associated administrative personnel. Focusing on the provision of a quality best practice consumer service the Manager leads and initiates appropriate change; develops positive working relationships with key stakeholders; promotes the professional development of staff and provides oversight of workforce planning and other projects as required.

## About the Directorate/Division/Department

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

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 MSTS provides assertive mobile outreach for consumers in their local community through living in the municipalities of Nillumbik and Banyule. The target client group have a long-standing and persistent psychiatric illness whose needs cannot be met by traditional community mental health centres or other community-based rehabilitation services. Assertive and intensive case management by the team aims to assist the consumer to live and function at their optimum level in the community. Consumers are involved in a number of treatment programs, which aim to encourage acceptance of their illness and enhancement of living and social skills. The service operates between 8.00 am and 9.30 pm Monday to Friday and 8.30 am to 5.00 pm on weekends and public holidays.

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## Position responsibilities

### Role Specific:

The Manager is responsible for the smooth running of the day-to-day functions of MSTS to ensure the effective delivery of clinical services to its consumers and their families. The specific requirements of the position are:

- Display a clear understanding of the principle of recovery orientated practice and its implementation within a clinical setting;
- In collaboration with the Divisional Manager of AOAMHS, Clinical Director of AOAMHS and MSTS Consultant Psychiatrist, provide high quality budgetary and resource management for the service;
- Provide operational leadership and support to the MSTS Consultant for the provision of high-quality clinical services and the ongoing quality improvement to ensure the maintenance of such standards, inclusive of the quality business plan and meeting and reporting on KPI's, as specified;
- Develop, implement and evaluate continuous quality improvement activities within the quality assurance framework and actively manage accreditation requirements;
- Ensure the delivery of sensitive and effective practice to meet the needs of consumers, carers and staff;
- Liaise with all regional and metro AOAMHS stakeholders as required;
- Engage/maintain relationships with National Disability Insurance Scheme (NDIS) stakeholders;
- Manage administrative staff and mentor and supervise clinical staff, as necessary;
- Ensure all staff have a minimum of one formal performance appraisal per year, with a mid-year review of performance in relation to the goals identified in the appraisal documentation;
- Be an active member of the AOAMHS Senior Leadership group; &



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- Other duties as required.

### Critical Thinking and Analysis

- Uses best available evidence and nursing expertise to improve current practice;
- Identifies and supports the relevance of nursing and health research to improve patients' individual health outcomes;
- Participates in the cycle of continuous quality improvement and service redesign activities;
- Participates in the ongoing professional development of self and others accepting responsibility for own learning.

### Collaborative and Therapeutic Practice

- Work collaboratively with all MSTs staff to ensure shifts are well organised and run smoothly;
- Ensure treatment and care is delivered in a manner that is sensitive to language gender, religion and individual beliefs;
- Maintain and promote effective communication, both written and verbal, to ensure information and documentation is accurate and meets required standards;
- Utilises the resources of the organisation responsibly in a cost-effective manner; &
- Maintains standards for infection control.

### All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

### People Management Roles:

- 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; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy

## Selection criteria

### Essential Knowledge and skills:

#### 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 either Clinical Psychology, Clinical Neuropsychology or Forensic Psychology.
- Nurses must have a Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent.
- Social Workers must be eligible for registration with AASW

#### Essential for Performance

- Sound knowledge of recovery and collaborative clinical practice;
- Demonstrated organisational and management skills in a multidisciplinary mental health setting;
- Demonstrated ability to provide leadership to a multidisciplinary team;
- Thorough knowledge of the principles and practices of mental health service delivery;



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- Demonstrated strategic thinking, identifying options to assess risks and benefits;
- Demonstrated ability in budget and resource management;
- Demonstrated experience in/or managing projects, including the planning, coordinating, implementing and evaluation of initiatives;
- Demonstrated commitment to research and practice development;
- Demonstrated ability in change management;
- Demonstrated expertise in the provision of clinical/professional supervision and demonstrated experience of effective professional leadership;
- Highly developed communication skills to effectively support a wide range of staff;
- Demonstrated commitment to care of consumers and their families in the least restrictive and intrusive manner, respecting rights, privacy and dignity;
- Proven experience of including consumers and carers as respected partners in the treatment process;
- Proven experience of the delivery of care in a gender, family and culturally sensitive manner and environment;
- A thorough knowledge of the Mental Health Act (2014), as well as other relevant legislation; &
- Evidence of on-going professional development and engagement in Clinical Supervision for self.

#### **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;
- Postgraduate management qualification;
- Demonstrated experience in leading quality initiatives;
- Ability to identify opportunities for process redesign and to support/ coach staff in the implementation of redesign projects and activities;
- Demonstrate a working knowledge of the Victorian Public Health care system and resource allocation; &
- Demonstrated capacity to undertake/support nursing research, publication and public presentation.

### **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:



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- 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 creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

### 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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