

ACCESS & Coordination Clinician

Classification:	Clinical Psychologist Grade 2 Occupational Therapist Grade 2 Social Worker Grade 2 Registered Psychiatric Nurse Grade 3
Business unit/department:	Psychological Trauma Recovery Service, Specialty Services Directorate – Mental Health Division
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025 Victorian Public Mental Health Services Enterprise Agreement 2020-2024 Choose an item.
Employment type:	Part-Time
Hours per week:	22.8
Reports to:	Program Manager, PTRS Outpatients
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	Feb 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 Access and Coordination Clinician is responsible for establishing a professional and supportive first contact for individuals accessing the Service, either for themselves or others, including the provision of information and advice. This is achieved by providing clinical oversight across intake, assessment and onwards care planning.

The incumbent will be responsible for identifying the nature and appropriateness of referrals and conveying relevant clinical information from the same; recommending suitable treatment options within the service and facilitating onwards referral pathways.



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The Access and Coordination Clinician is responsible for ensuring all clinical documentation is thorough and comprehensively written up with clear management and intervention plans to ensure a high standard of clinical governance and accountability is maintained.

Additionally, as the first point of contact for the service, the incumbent will be expected to build and maintain positive professional relationships with referrers and community stakeholders. This may include the provision of information or education about PTRS to stakeholders or prospective referrers.

About the Mental Health Division

The Mental Health Division (MHD) provides mental health assessment, 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 Directorates:

- Infant, Child and Youth Mental Health Services (0-25 years)
- Adult & Older Adult Mental Health Services (26+ years)
- Specialty Services

Our Mental Health Teams aim to see the strength and potential in our consumers, their careers and each other, by providing holistic, compassionate care and offering partnership in recovery.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to consumer and carer 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 Mental Health Division is committed to promoting the highest level of support and interventions for consumers and carers, using a person-centered, evidence-based practice approach. This is achieved through staff participating in training and professional development opportunities, supervision, and capacity building.



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About the Psychological Trauma Recovery Service

The Psychological Trauma Recovery Service (PTRS) is a specialist mental health service for the treatment of trauma related mental health problems. PTRS provides comprehensive and clinically targeted treatments, underpinned by the best available evidence in treating post-traumatic stress disorder and associated conditions.

PTRS provides inpatient and outpatient treatment programs in addition to group treatment programs for specific cohorts of consumers, including veterans, current serving Australian Defence Force personnel, emergency services personnel, and survivors of serious workplace or motor vehicle accidents.

All Austin Health 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.

Employees may be redeployed within the Mental Health Division.

Position responsibilities

- Displays a clear understanding of the principle of recovery orientated practice and its implementation within a clinical setting.
- Act as the first point of contact for all referrals to PTRS, including initial clinical screening and risk assessment.
- Attend and actively participate in regular Intake and/or Assessment and Treatment Planning meetings.
- Convey clinical intake information (heightened risk or incidents) to relevant team members and management in a professional and timely manner.
- Provide appropriate clinical interventions to a range of clients, including assessment, treatment planning, crisis intervention and referral.
- Liaise with family members and/or carers as appropriate at point of referral and thereafter to meet client needs.
- Liaise with other services and organisations as appropriate to meet client needs and review the effectiveness of referrals made.
- Electronically document and coordinate information for clinical consideration at the Intake and/or Assessment and Treatment Planning Meeting.
- Ensure referrals for assessment/treatment have authorisation and approval from compensable funding sources.
- In collaboration with management and Consultant Psychiatrist, oversee all issues relevant to the maintenance of a waiting list and treatment admission processes



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- Maintain accurate documentation of Service objectives and outcomes and assist the Divisional Manager and Clinical Director to regularly report on intake related data and KPIs.
- Support the coordination of Group Treatment Programs as required
- Ensure documentation and records are appropriate and up-to-date, with all relevant information included.

Selection criteria

Essential knowledge and skills:

- Sound knowledge of recovery and collaborative clinical practice.
- Knowledge of, and the ability to apply, the principles and practices of your discipline.
- Minimum of three years experience working in a mental health clinical setting.
- Demonstrated experience conducting mental health triage, assessment and treatment planning
- Highly developed communication skills to effectively engage consumers, carers and other support providers, and ability to convey information clearly and succinctly.
- Demonstrated experience of including consumers and carers as respected partners in the assessment and treatment process.
- Demonstrated experience of the delivery of care in a gender, family and culturally sensitive manner and environment.
- Demonstrated ability to interpret and prioritise clinical information received
- A positive approach to ongoing self-education and skill development; and evidence of engagement in Clinical Supervision

Desirable but not essential:

- A flexible, innovative team-oriented approach to service delivery.
- A positive approach to change and diversity.
- Experience and proficiency in keyboarding and computer skills, including database development and maintenance.



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Professional qualifications and registration requirements

- 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.
- 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

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).



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- 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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