

Position Description

Case Manager – NE Mobile Support & Treatment Service (NEMSTS)

Classification:	RN Div 1, Registered Psychiatric Nurse - Grade 3 Social Worker Grade 3 Occupational Therapist Grade 3 Psychologist Grade 2
Business unit/department:	Mental Health Division
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Offsite ☒ Other ☒ (Hawdon St Community Mental Health)
Agreement:	Victorian Public Mental Health Service Enterprise Agreement 2025-2028 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025 Choose an item.
Employment type:	Full-Time
Hours per week:	40 (38+ADO)
Reports to:	Manager, NE Mobile Support and Treatment Service
Direct reports:	NA
Financial management:	Budget NA
Date:	July 2026

Position purpose

The NEMSTS Case Manager is responsible for providing outreach and comprehensive case management services to individuals experiencing mental health challenges. This role ensures that consumer receive coordinated, person-centred care aimed at improving their psychological, emotional, and social well-being. The Case Manager works collaboratively with consumers, families, clinical teams, and community resources to assess needs, develop individualized care plans, monitor progress, and advocate for appropriate services and supports. The purpose of this position is to promote recovery, reduce barriers to treatment, and enhance consumers' ability to achieve and maintain optimal functioning in the community.

The successful Case Manager is accountable to the manager of the Northeast Mobile Support and Treatment Service (NEMSTS) and will work collaboratively with the broader Mental Health staff and teams.

About the Directorate/Division/Department

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.

The NEMSTS provides assertive mobile outreach and intensive case management for consumers living in the municipalities of Nillumbik and Banyule. The service targets individuals with long-standing and persistent psychiatric illnesses whose needs are not met by traditional community mental health centres or other rehabilitation services. Key features include:

- **Assertive and intensive case management** including medication supervision to help consumers live and function at their optimal level in the community
- **Psychiatric assessment and treatment** delivered through mobile outreach and community support
- **Referral and coordination** with GPs, private psychiatrists, and other relevant services
- **Assistance with inter-agency referrals**, including NDIS, Centrelink, and Ministry of Housing applications
- **Support accessing psychosocial interventions** such as community support groups and psychological services
- **Engagement in treatment programs** aimed at promoting acceptance of illness and enhancing living and social skills
- **Operating hours:** 8:00 am to 9:30 pm Monday to Friday, and 8:30 am to 5:00 pm on weekends and public holidays, with case managers working shifts throughout

Position responsibilities

Role Specific:

Position Responsibilities

- Display a clear understanding of the principles of recovery-oriented practice and implement these within a clinical setting.
- Conduct comprehensive assessments of clients' mental health needs, strengths, and challenges.
- Undertake assessment and case management of NEMSTS consumers, contributing to the implementation, monitoring, and evaluation of treatment objectives.
- Manage a clinical caseload as per the teams' requirements within the CCS.
- Establish and maintain therapeutic, professional relationships with clients.
- Develop Monitor and implement individualized care plans in collaboration with clients and care teams.
- Ensure continuity of care to consumers, families, and carers through the principles of case management.
- Coordinate services across mental health, medical, housing, employment, and social support systems.
- Advocate for clients' needs to ensure access to necessary services and reduce barriers to care.
- Participate in service development by providing liaison, consultation, and education services to other health care professionals, consumer and community groups, and agencies.
- Provide knowledge and skills based on professional background as part of a multidisciplinary team; consult with other NEAMHS staff on specialist and community psychiatry matters.
- Participate in interdisciplinary team meetings and activities to support integrated, person-centered care.
- Participate in discipline-specific supervision and provide discipline specific input
- Communicate effectively with families, service providers, and community agencies.
- Provide crisis intervention and safety planning when necessary.



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- Assist clients in accessing emergency or inpatient mental health services during crises.
- Maintain accurate, timely, and confidential documentation in accordance with legal and ethical standards.
- Provide timely submission of all service activity data (Rapid and Outcome Measurement), including contact details and other statistical information as requested by the NEMSTS Manager and MHD management.
- Comply with agency policies, licensing regulations, and funding requirements.
- Provide psychoeducation to clients and families about mental health conditions and recovery strategies.
- Support clients in developing life skills, self-advocacy, and independence.
- Participate in ongoing training and professional development activities.
- Assist with Duty as required.
- 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 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

Selection criteria

Essential skills and experience:

- Proven ability to liaise and consult with relevant family members/carers, as well as a broad range of health professionals and community agency.
- Demonstrated knowledge of recovery and collaborative clinical practice.
- Demonstrated skills and knowledge in community mental health, including crisis intervention, telephone triaging, consultation, referral, mental state and risk assessment treatment and collaborative care planning.
- Relevant knowledge and demonstrated skills in crisis intervention for people in psychiatric crisis.
- A thorough knowledge of the Mental Health and Wellbeing Act (2022) , and the ability to apply, the principles and practices of your discipline.
- Pursues and demonstrates a commitment to professional development to maintain, strengthen and broaden clinical knowledge and expertise.
- Has an undertaking to participate in clinical supervision actively and independently with a discipline senior.
- Demonstrated experience and ability in community-based assessment and management of people with substantial and prolonged mental illness.
- 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.
- Experience and proficiency in keyboarding and Computer skills.

Desirable but not essential:

- Nurses to have Community mental health experience or at least 24 months acute inpatient experience.



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- Social Work or Occupational Therapy or Clinical Psychology – minimum 3 years community mental health experience

Professional qualifications and registration requirements

- Relevant professional qualification in a health-related discipline (Social Work, Occupational Therapy, Clinical Psychology or Registered Psychiatric Nurse) and current registration with the relevant professional board, association or college
- Post-Graduate Qualification in Mental Health Nursing or equivalent for Registered Nurses
- Psychologist: Registration with a specialist endorsement in Clinical Psychology or Forensic Psychology
- Social Workers must be eligible for a membership with the Australian Association of Social Workers (AASW)
- A current Victorian Driver's License (without restrictions), and ability to drive a work vehicle
- A current Working with Children's Check (without restrictions)

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.*



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- 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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