

Position Description

Youth Mental Health Case Manager – Youth Early Psychosis Service (YEPS)

Classification:	Grade 2- Clinical Psychologist Grade 3- Registered Psychiatric Nurse, Social Worker, Occupational Therapist, or Speech Pathologist
Business unit/department:	Youth Early Psychosis Service (YEPS), Infant, Child, and Youth Mental Health Service (ICYMHS) Mental Health Division
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input checked="" type="checkbox"/> 37 Burgundy St Onsite at 37 Burgundy Street Heidelberg – with outreach
	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
	Victorian Public Mental Health Service EBA 2025-2028
Employment type:	Full-Time
Hours per week:	40 (38+ADO)
Reports to:	Team Leader , Youth Early Psychosis Service Program Manager , Central Community and Specialist Teams
Direct reports:	N/A
Financial management:	N/A
Date:	June 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 Youth Early Psychosis Service (YEPS) is a program that provides an assertive outreach model of case management for young people with psychotic illness during adolescence or early adulthood.

The Youth Mental Health case manager works closely with the YEPS multidisciplinary team, under the direction of the Program Manager, Team Leader, and the Consultant Psychiatrist, and with additional support from the relevant discipline senior to provide holistic and recovery-orientated case management to young people accessing the service. Outreach and engaging young people within their community is a key aspect of the role.

Roles include capability building, consultation, and liaison with adjacent programs within Austin Mental Health, and community service providers to support the functional recovery and remission of symptoms of young people with psychotic illnesses and their families, and to improve their recovery outcomes. Treatment approaches offered may include education, medication support, psychotherapy, family work, alcohol and other drug support, and vocational support.

As a Youth Mental Health case manager, it is expected that you will work collaboratively with other YEPS case managers and broader ICYMHS staff and teams to support young people who find it difficult to engage in office-based services and are at risk of harm.

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 have 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.

The person employed in this position will be primarily based at our newly opened Burgundy St Clinic. Travel will be expected between campuses as required and for the purposes of fulfilling the needs of the allocated caseload. You may be required to work at other sites as directed.

About the YEPS

YEPS is a specialty program of the Infant, Child, and Youth Mental Health Service (ICYMHS). YEPS is a multi-disciplinary team that provides treatment to young people aged 16-25 who are experiencing



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psychosis during adolescence or early adulthood who live in the Banyule and Nillumbik local government areas. YEPS case managers provide evidence-based, phase-specific treatment for young consumers and support to their families or carers. The service operates within business hours.

The team is located at the community outpatient clinic at 37 Burgundy St Heidelberg, with staff working on site with some travel between campuses as required, and community outreach for the purposes of fulfilling the needs of the allocated caseload.

Position responsibilities

Role Specific:

Clinical Care and Service delivery

- Provide high-quality, evidence-based direct service in the clinical assessment, diagnosis and treatment of young people and families with a range of co-morbid mental health issues, including alcohol and other drug abuse, personality disorders, depression, and anxiety as indicated by clinical need within available resources.
- Provide evidence-based psychoeducation to clients and families regarding psychotic illness and treatments approaches, including commonly used antipsychotic medication and side-effects.
- Display a clear understanding of and practice in the principles of recovery-orientated, trauma-informed, and family-centred, collaborative practice and expertise in engaging young people and their families within clinical settings.
- Undertake intensive assertive outreach case management services in the community as required to consumers with a suspected early in life episode of psychotic illness, and contribute to the implementation, monitoring, and evaluation of treatment objectives.
- Perform mental health, and risk assessments, and develop and implement treatment interventions including crisis management, individual counselling, family work, and system containment and consultations for the client/carers/system.
- Provide relevant discipline specific assessments that may be required according to the Mental Health case managers level of training and experience.
- Work collaboratively with other relevant services (e.g., Education, Child Protection, drug and alcohol treatment services, Youth Justice, and other organisations) to provide integrated and consistent treatment and management.
- Demonstrate strong clinical reasoning and decision-making skills with appropriate clinical independence, seeking support when necessary.
- Regularly record accurate health record information and statistics pertaining to individual clients' attributable care and clinical support activity.
- Provide education and secondary consultation to community organisations to increase understanding and early detection of psychosis and to support more timely referral to YEPS.
- Provide information, consultation and training on Early Psychosis and youth related mental health issues to Mental Health case managers across Austin Mental Health Division Programs.
- 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.
- Complete a high standard of accurate and timely clinical and operational documentation and data entry in an accurate and efficient manner, and in accordance with ICYMHS standards of



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- documentation and relevant professional/mental health sector statutory requirements.
- Assist the YEPS medical staff in screening for medication side-effects.
- Comply with relevant professional and mental health sector legislative and statutory requirements.
- Undertake roles and other duties as directed and appropriate to their experience and training that are necessary for the efficient functioning of the team and the service.

Risk management

- Manage clinical risk under the direction of the Team Leader and Consultant psychiatrist.
- Support and participate in Health Services Occupational Health and Safety (OHS) Policies and Procedures and implement (where appropriate)
- Comply with relevant professional and mental health sector legislative and statutory requirements
- Maintain an awareness and practice of safety issues, the safe practice policy and procedures of the service, and relevant legislation to ensure that risks to consumers, carers, families, staff, and the community are minimised.

Supervision and Professional Development:

- Actively participate in regular supervision (operational, professional, and clinical) and performance development and review processes.
- Participate in both internal and external continuing education programs and demonstrate a commitment to improving professional performance and development to satisfy Continuing Professional Development requirements.
- Participate in under- and post-graduate training of professionals within ICYMHS and the MHD (Mental Health Division)
- Seek out and attend relevant professional development and training, ensuring up-to- date knowledge of best practice in mental health and early in life psychosis treatment.
- Contribute to team, discipline and ICYMHS operational activities, portfolio management, service planning, research, and evaluation activities so that the team's and service's performance and culture is safe, healthy, and productive with a view to continual improvement.
- Offer support to other members of the team, graduates, and students, as required to support a positive team culture.

Support of Systems

- Adhere to organisational EMR policy and practice, using Austin Clinical Information systems appropriately
- Complete documentation and data entry related to system funding in an accurate and timely manner to support operational needs
- Actively contribute to the development and review of policies and practice guidelines in line with their area of clinical expertise.
- Perform any other duties and work from another location as directed.



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Selection criteria

Essential skills and experience:

- Relevant post-graduate experience in a tertiary mental health setting or other related field with specific experience with children, youth, and families.
- Demonstrated ability in and knowledge of the identification, assessment and treatment of children and their families.
- Demonstrated commitment to the care of young people and their families in the least restrictive and intrusive manner, respecting rights, privacy, and dignity.
- Demonstrated commitment to working collaboratively with consumers and carers to promote self-determination and progress toward recovery goals
- Demonstrated ability and knowledge of early intervention assessment, formulation, and a range of therapeutic interventions for both individuals and groups.
- Experience in case management of consumers, with knowledge of, and experience in, delivering a range of crisis intervention, behaviour management strategies, and evidence-based parenting strategies
- Well-developed interpersonal skills to effectively communicate with young people, families/carers
- Thorough knowledge of the principles and practices of DHHS Recovery-Oriented Practice in Mental Health
- Sound knowledge of The Victorian Mental Health and Wellbeing Act (2022) and other relevant legislation
- Excellent organizational and time management skills.
- Demonstrated ability to develop effective relationships with colleagues, services, and external stakeholders.

Desirable but not essential:

- Experience in family therapy
- Evidence of ongoing professional development
- Demonstrated capacity to undertake/support research
- Experience with Single Session Thinking

Professional qualifications and registration requirements

Mandatory Qualifications

Current registration with Australian Health Practitioner Regulation Agency (APHRA) (all disciplines except Social Work and Speech Therapists):

Relevant professional qualification in a health-related discipline (social work, occupational therapy, psychology, psychiatric nursing, or speech pathology) and current registration with the relevant professional board, Association or College.

- Registration with the **Nursing** and Midwifery Board of Australia (NMBA) and approved Post graduate diploma or Masters in mental health nursing and clinical experience of at least 2 years as a registered nurse; or
- Registration with the **Occupational Therapy** Board of Australia and an approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.); or



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- Relevant postgraduate professional qualifications and current registration with AHPRA, with registration with a specialist endorsement in **Clinical Psychology**, the minimum of a Master's degree in Clinical Psychology; or
- **Speech Pathologists** must have membership of Speech Pathology Australia, or be eligible for membership of Speech Pathology Australia.; or
- An approved tertiary qualification in **Social Work** (Bachelor of Social Work; Master of Social Work) and eligibility for membership of the Australian Association of Social Workers.
- 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.*
- 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.



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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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