



POSITION DESCRIPTION

Position Title:	Hospital in The Home (HiTH) Nurse Unit Manager
Service:	Parkville Youth Mental Health and Wellbeing Service (PYMHWS)
Location:	Spotswood
Reports To:	Operations Director
Enterprise Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement 2021–2025
Classification:	Registered Psychiatric Nurse Grade 4 Unit Manager – RP78
Immunisation Risk Category:	Category A
Date of Review:	November 2026

About the Parkville Youth Mental Health and Wellbeing Service (PYMHWS)

Parkville Youth Mental Health and Wellbeing Service (PYMHWS) is Victoria's first standalone public mental health service designed specifically for young people aged 12 to 25. Operational from July 2025, PYMHWS is leading a bold transformation in how youth mental health is accessed, experienced, and governed across Melbourne's north and west.

We deliver specialist, community, and inpatient services to young people experiencing, or at risk of mental ill-health. Our multidisciplinary teams are based at Parkville, Sunshine, Footscray, Spotswood, Werribee and Cherry Creek, working closely with families, carers, supporters and kin to provide developmentally appropriate, evidence-based, trauma-informed, inclusive care, grounded in lived experience.

At PYMHWS, every decision - from the front desk to the boardroom - centres on what young people need to live the lives they want to lead.

We partner with Orygen, bringing their world-leading research and knowledge translation expertise into care delivery. Together, we are building an integrated service model that connects Orygen-operated headspace centres with PYMHWS clinical services, creating a unified care experience.

As we grow, we're building a service with - and for - young people. One that reflects the diversity of our communities, embraces continuous learning and the generation of new knowledge, and strengthens the mental health system around it.

At PYMHWS, we:

- Foster a safe, supportive and inclusive workplace - where the health, safety and wellbeing of young people, families, colleagues and visitors are actively protected.

- Speak up for safety and equity - raising concerns and escalating issues when needed, to ensure high standards of care and conduct.
- Deliver Safe, Timely, Effective, Efficient, Equitable, Person-centred Care (STEEEP) in alignment with our clinical governance framework and our youth-first approach.
- Promote diversity, inclusion and equal opportunity - creating a workplace free from discrimination, harassment or bias, and reflecting the communities we serve.
- Comply with all relevant policies, procedures, professional standards and legislation - including those related to clinical care, health and safety, risk, privacy, and equal opportunity.

Department Description

The Hospital in The Home (HITH) program is one of the acute services provided for young people and families/carers at PYMHWS. HITH partners with young people, families and carers to provide inpatient like care within the home environment using a Hospital in The Home model. Access to care is provided 24 hrs a day 7 days per week by a multidisciplinary team of professionals completing shift work rosters ensuring comprehensive, collaborative and coordinated care.

The program will play a key role in the support and transition of young people and families between PYMHWS acute services (IPU and YAT), the continuing care teams and other services within PYMHWS. Care will be in partnership with ongoing care providers and enable opportunities for targeted acute care interventions that can be completed within the home environment.

HITH supports families and carers of young people aged 12-25 in Melbourne's west receiving hospital like care in the comfort of their own home, or other suitable locations, across the PYMHWS catchment area.

PYMHWS understands the importance of responsive service provision for youth in the western and north western region of Melbourne. HITH, as with all PYMHWS programs, is guided by evidence based, culturally-safe and trauma informed principles incorporating the diverse needs of all young people and families. This is especially important for those from LGBTQI+, Aboriginal and Torres Strait Islander, and culturally and linguistically diverse populations. As the care team will be operating within the homes of young people and their families, responsive and inclusive practices will be at the forefront of care.

Position Summary

The Nurse Unit Manager (NUM) provides clinical leadership and operational management of the PYMHWS Hospital in the Home (HITH) program and is a key leader within the PYMHWS acute service portfolio and organisation more broadly. The NUM works in close partnership with other senior service leaders at PYMHWS, to continue to develop, implement and coordinate high-quality, safe and effective HiTH services.

The NUM has a central role in the ongoing development of the multidisciplinary team and the evolution of the HiTH model of care. This includes responsibility for workforce planning, recruitment and orientation, line management, rostering, budget oversight, and the coordination of facilities, infrastructure and operational systems to support service delivery.

Working collaboratively with medical, nursing and allied health leaders, the NUM contributes to clinical governance and oversight of care, supporting safe, evidence-based and recovery-oriented practice.

The role also has a key responsibility in establishing and maintaining effective relationships with internal and external stakeholders and representing the service at relevant forums.

The NUM reports to the relevant PYMHWS Operations Director and participates in performance development processes in line with organisational requirements. The service operates across multiple sites within the PYMHWS catchment, and the role may require to work across locations including Parkville, Spotswood, Werribee, Sunshine, Melton and other sites as required.

Key Accountabilities

Leadership and Operational Management

- Provide senior leadership and operational oversight of the PYMHWS HITH program, ensuring safe, effective and sustainable service delivery.
- Lead the establishment, implementation and ongoing refinement of the HITH model of care in partnership with PYMHWS Clinical Leadership, Program Manager and senior medical leads.
- Provide strategic oversight of workforce planning, including recruitment, orientation, rostering, performance development and staff wellbeing across the multidisciplinary team.
- Oversee daily operational functions of the service, including intake capacity, patient flow, escalation pathways, access and discharge planning.
- Foster a positive, accountable and high-performing workplace culture through effective communication, consultation, negotiation and conflict resolution.

Clinical Governance and Quality of Care

- Provide clinical governance oversight to ensure all staff practice safely, competently and within scope, consistent with PYMHWS clinical standards and legislative requirements.
- Work in partnership with the HITH Lead Consultant Psychiatrist and senior clinicians to support high-quality clinical decision-making and risk management.
- Ensure service delivery is client-centred, recovery-oriented, developmentally informed and consistent with evidence-based youth mental health practice.
- Lead and support the identification, monitoring and mitigation of clinical risk, including review of incidents, audits, leadership rounding and quality improvement initiatives.
- Promote and embed a Safety First culture, ensuring staff feel supported to speak up for safety and continuous improvement.

Service Development, Evaluation and Co-Design

- Lead the ongoing development, implementation and evaluation of the PYMHWS HITH model of care, incorporating co-design principles with young people, families and carers.
- Support service evaluation, data monitoring and reporting to inform continuous improvement and contribute to the evidence base for HiTH as an acute care modality in mental health.
- Foster innovation, service improvement and, where appropriate, research activity aligned with PYMHWS priorities and governance frameworks.
- Ensure young person and carer experience and satisfaction are actively used to inform service planning and delivery.

Financial and Resource Management

- Provide operational and financial oversight of the HITH program, including budget management, resource allocation and workforce utilisation.

- Work closely with the PYMHWS Operations Director and finance partners to ensure services operate within allocated resources and meet activity and performance targets.
- Ensure safe, appropriate and effective use of facilities, infrastructure and equipment.

Stakeholder Engagement and System Integration

- Establish, maintain and strengthen effective working relationships with internal PYMHWS teams and external service partners to support integrated care pathways.
- Represent the HITH service at relevant internal and external forums, contributing to service planning, system integration and partnership development.
- Support effective transitions between inpatient units, acute community services, continuing care teams and external providers.

Workforce Development and Compliance

- Ensure staff recruitment, development, supervision and performance management processes meet professional, clinical and organisational standards.
- Support professional development and capability building across the workforce, including access to training, supervision and secondary consultation.
- Ensure compliance with National Standards for Mental Health Services, Occupational Health and Safety requirements, and relevant PYMHWS policies and procedures.
- Undertake additional leadership responsibilities and projects as required, in consultation with the Operations Director.

PYMHWS Core Cultural, Leadership & Safety Responsibilities

These responsibilities apply to all roles at PYMHWS and form the foundation of our culture. They reflect our commitment to safety, inclusion, wellbeing and transformational leadership - at every level of the organisation. Aligned with PYMHWS's strategic goals and operational priorities, these behaviours ensure we are here for youth, together - and focused on delivering outcomes that matter.

Psychological safety & inclusion

- Create and maintain a psychologically safe team environment where all voices are heard and respected.
- Model inclusive behaviours and actively challenge stigma, bias and discrimination.
- Speak up for safety, wellbeing and alignment with PYMHWS values - including cultural safety for Aboriginal and Torres Strait Islander peoples.

Leadership at every level

- Demonstrate leadership in your area of work, regardless of role title, by taking ownership, influencing positive change, and modelling integrity.
- Mentor others where appropriate, share knowledge generously, and contribute to a learning culture.
- Engage in honest, constructive feedback - giving and receiving with a growth mindset.

Alignment with strategic vision, outcomes & priorities

- Contribute to the achievement of our strategic and operational priorities, including youth-first care, workforce wellbeing, system transformation and strong partnerships.



- Be accountable for delivering measurable outcomes - for young people, families and colleagues.
- Make decisions that align with our purpose: reimagining how youth mental health is accessed, experienced and delivered.

Wellbeing & safe practice

- Prioritise your own wellbeing and that of your colleagues, in line with our whole-of-service wellbeing approach.
- Work to your full scope of practice and escalate when support is needed.
- Participate actively in safety initiatives, risk management and quality improvement.

Continuous learning & improvement

- Commit to ongoing professional learning, cultural development and reflective practice.
- Support innovation, research translation and systems thinking to improve outcomes for young people.
- Seek feedback on your work including participation in formal performance and annual discussion review processes.

Key Relationships

Internal Stakeholders

- PYMHWS Operations Director
- PYMHWS Executive Team
- PYMHWS P&C Team
- PYMHWS Finance Team
- PYMHWS Service Stream Leads and Managers/Team managers, clinicians and subject matter experts.
- PYMHWS Workforce

External Stakeholders

- Western Health
- Royal Melbourne Hospital
- Orygen National
- Department of Health, Victoria
- Other mental health and wellbeing services in catchment
- External Vendors

Key Selection Criteria

Formal Qualifications:

Registered Psychiatric Nurses:

- Registration as a Nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
- Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing.
- Postgraduate qualification including Masters for Nurse qualification.

Essential:

- Minimum of 7 years' clinical experience in mental health, including working with young people with complex mental health presentations.
- Advanced clinical skills, including assessment, formulation and management of high-risk and complex situations.



- Demonstrated experience in leadership and management of multidisciplinary teams and clinical programs.
- Experience in case management within acute and/or community mental health settings
- Ability to develop, implement and evaluate client-centred service plans, risk assessments, crisis plans and diagnostic formulations including for dual diagnosis presentations.
- Demonstrated strategic thinking and ability to manage complexity, service planning and continuous quality improvement.
- Knowledge of the evidence base for early intervention in youth mental health.
- Demonstrated understanding of relevant legislation and regulatory frameworks, including the *Mental Health and Wellbeing Act (Vic)* and *Children, Youth and Families Act (Vic)*
- Knowledge of state and national mental health policies, standards and frameworks, including the National Standards for Mental Health Services.
- Demonstrated ability to work collaboratively with young people and families/carers in a recovery-oriented manner.
- Capacity to build and maintain effective partnerships across the broader service system, including primary care, AOD, psychosocial, employment and housing services
- Highly developed written and verbal communication skills, including negotiation and problem-solving.
- Ability to work independently and effectively within a multidisciplinary team.
- Demonstrated capacity to manage staffing, rostering, budgets, infrastructure and operational functions within a mental health program.
- Commitment to ongoing professional development, supervision and evidence-informed practice.
- Ability to contribute to policy, service development and evaluation, including quality improvement initiatives.
- Ability to ensure accurate clinical documentation and data collection in line with organisational requirements.
- Willingness to work across community-based settings and multiple sites as required.
- Compliance with professional registration and legal requirements relevant to the role.
- Current Victorian Driver's Licence.
- Working with Children Check and Police Check (as required).
- Demonstrated computer literacy, including electronic clinical record systems.

Desirable:

- Experience in the establishment, implementation or expansion of new mental health services or models of care.
- Demonstrated working knowledge of community-based, inpatient and human services organisations relevant to youth mental health.
- For nursing applicants, evidence of current Continuing Professional Development in line with professional body requirements (e.g. ACMHN or equivalent)
- Demonstrated understanding of relevant legislation, including the Mental Health Act (Vic), Children, Youth and Families Act (Vic) and other legislation applicable to working with young people.
- Knowledge of state and national mental health policies, strategies and standards, including Victorian mental health reform directions and the National Standards for Mental Health Service.

Key Performance Indicators / Success Measures

Your performance will be measured through your successful:



- Demonstration of PYMHWS values
- Achievement of portfolio specific KPI targets (set as part of annual performance process)
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

Conditions of Employment

PYMHWS is a child-safe organisation and is committed to promoting and protecting the safety and wellbeing of all young people and embedding safeguarding practices into all our programs and services.

All employment appointments are required to:

- Hold a valid Working with Children Check
- Police Check
- Provide evidence of Immunisation history consistent with risk category defined for this role
- Availability to work across multiple locations within the Melbourne metropolitan area

Acceptance:

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that Parkville Youth Mental Health and Wellbeing Service (PYMHWS) reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

____ / ____ / ____
Date