

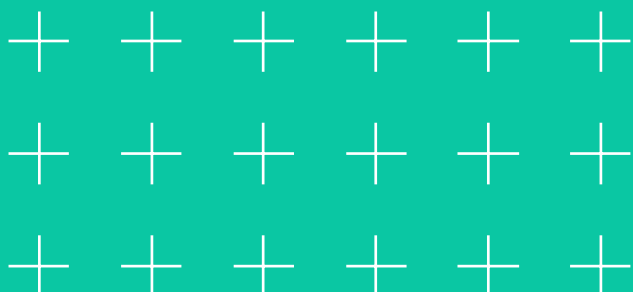


**The Royal
Melbourne
Hospital**

Advancing health for everyone, every day.

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

**Community Mental Health Engagement
Worker (CMHEW)**

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

Advancing health for everyone, every day.

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability

Position Title:	Community Mental Health Engagement Worker (CMHEW)
Service:	Royal Melbourne Hospital Mental Health Service
Location:	Waratah Clinic, Moonee Ponds
Reports To:	Program manager
Enterprise Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020–2021
Classification:	OT1 (YB13-16) SW1 (YC35-38)
Employment Status:	Fixed Contract – Full Time
Immunisation Risk Category:	Category A
Date of Review:	December 2025

Royal Melbourne Hospital Mental Health Services provides person-centred, recovery-oriented care, treatment and support through our multi-disciplinary workforce of skilled and dynamic clinicians, and Lived and Living experience (LLE) consumer and carer experts. We are dedicated to providing caring and high-quality specialist community and hospital-based mental health services for adults and older adults who are experiencing, or are at risk of developing a serious mental illness. We are committed to working with consumers during their recovery by offering trauma informed holistic and evidence-based treatment, which is inclusive of family, carers and kin and provided by staff with well-developed skills. Staff employed within the service are expected to identify evidence-based practice approaches and to use these within their work.

Newly graduated health practitioners who are social workers or occupational therapists will be eligible to be employed as ‘mental health engagement workers’ in community-based adult services. The role will help improve consumer outcomes by:

- Assisting consumers and their families and carers to navigate mental health services
- Provide information to enable improved access to other services (such as general practice, other health specialists and associated clinical services, consumer or carer peer support, carer respite, the NDIS and other social welfare agencies) and
- Freeing up clinicians to focus on their therapeutic work.

The CMHEW role will involve telephone, telehealth and face-to-face interactions, as needed, to support maintaining clinical engagement and to aid in completing complex paperwork (for example, referral paperwork needed to access other services).

The CMHEW is part of the Royal Melbourne Hospital Mental Health Service community teams based at Waratah Clinic, Moonee Ponds and John Cade Unit, Royal Melbourne Hospital. This position may require work at other sites when required. The position is 40 hrs per week for a 12-month period. Travel throughout the catchment area and across service sites will at times be required.

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Observe and support implementation of clinical work, with support from clinicians in the team including individual, family/carer and group work
- Specific social work assessment and intervention skills
- Active participation in managerial and discipline specific supervision
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- Attend and participate in team meetings, clinical reviews and team education sessions including those with a managerial and/or clinical focus
- Attend and participate in training and development programs in line with CMHEW role

Internal

- ## External

- Quality Planning and Innovation Unit
- Centralised Triage
- Facilities Management
- Office of Chief Psychiatrist
- Housing; Employment; Emergency services
- Acute Health
- Pharmacies
- Non-government agencies
- Drug and alcohol services and primary health providers
- NDIS and NDIS providersTwo

Formal Qualifications

- Occupational Therapists:
 - a. Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
 - b. 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.).
- Social Workers:
 - a. An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together. High level of reliability and professional conduct
- Excellent interpersonal and communication skills (written and verbal) and the ability to problem solve, negotiate and communicate with staff, consumers and other service providers.
- Understanding of Legislation pertinent to the provision of mental health services and in particular the Mental Health and Well-Being Act 2022 and of policies and strategic directions of Public Mental Health Services
- Advanced Computer skills, Microsoft office competency
- A current Victorian Driver's Licence, and ongoing ability to use this form of transport

Desirable:

- Aboriginal and Torres Strait Islanders are highly encouraged to apply
- Experience in working with ACCHO and Aboriginal Communities and Families
- Ability to speak a community language



AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

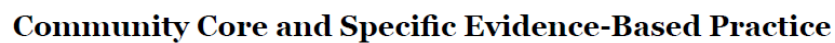
ACCEPTANCE

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 The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date



Community Mental Health Engagement Worker (CMHEW) | Royal Melbourne Hospital Mental Health Service | December 2025 7/7