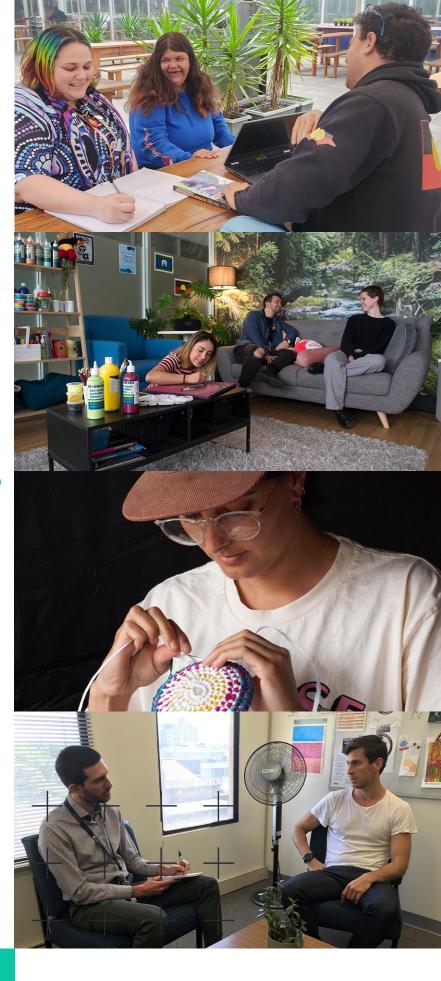
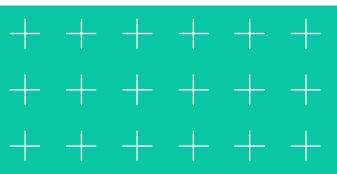


Advancing health for everyone, every day.

Could this be you?

Join the Royal Melbourne Hospital team





Position Description

Community Mental Health Engagement Worker (CMHEW)





THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

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.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

People are at the heart of everything

understand how we can make the

most positive difference for them.

we do. We take the time to

At the RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it the Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



Lead with Kindness

unique.



Our care and compassion sets
us apart. We lead the way with
a respectful, inclusive spirit —

True exceller
when we wor
Melbourne He





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.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

embracing the things that make us all

- 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 Description

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

POSITION SUMMARY

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.

We have a robust future ahead as the lead mental health service for the Victorian Collaborative Centre for Mental Health and Wellbeing Service, and also for the Statewide Trauma Service. These leading programs will drive mental health reform across the sector, and will offer a wide range of opportunities for involvement of staff within the RMH MHS. Our partnerships with multiple community and academic organisations support our program and enable a sophisticated learning structure, with a focus on research translation.

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 role aims to provide a pathway into clinical mental health roles for newly registered health practitioners, pending availability.

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).

All duties of the CMHEW will be undertaken under the general supervision of appropriate members of the multi-disciplinary community mental health team with regular supervision being provided by a team member of the same discipline. While the CMHEWs may provide support to any consumer accessing community-based adult mental health services, it is expected that they will predominately focus on consumers with high level needs.

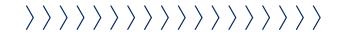
The CMHEW is part of the Royal Melbourne Hospital Mental Health Service community teams based at Waratah Clinic, Moonee Ponds and John Cade Unit, Royal Melbourne Hospital. This position may require work at other sites when required. The position is 40 hrs per week for a 12-month period. Travel throughout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

KEY ACCOUNTABILITIES

- · 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
 Create a psychologically safe work environment 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
- 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.
- 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
- Specific social work assessment and intervention skills
 Attend and participate in training and development programs in line with CMHEW role





KEY RELATIONSHIPS

Internal

- Director of Clinical Services
- Deputy Director of Clinical Services
- Lead Consultant
- Community Program Manager
- Community Team Leaders
- Discipline Seniors
- Digital Health Team
- Executive Assistant to Director Clinical Services and Area Manager
- Multidisciplinary Team
- · Administration staff
- Consumers and Family/Carers

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

KEY SELECTION CRITERIA

Formal Qualifications

- Occupational Therapists:
 - Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
 - 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

o 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 Core and Specific Evidence-Based Practice

Psychological Interventions	Family, Carers and Supporters Work	Health & Wellbeing	Activity, Participation & Employment	Lived Experiences	Overcoming Hurdles
Early Warning Signs & RWP discussion	Initial Conversation with Family/Carer	Physical health screening	Initial Conversation about activity, participation and vocation	Initial Conversation about consumer peer support	LSI-R:SV
CBT Fundamentals	, army, ourci		APO6	consumer peer support	SUBA
CBT for Psychosis	Family/Carer Fundamentals	Physical health conversations		Initial Conversation about family, carer and	AOD Harm Minimisation
			Driving Screen	supporters peer support	AOD Relapse Prevention
	Family Violence Screen	Physical health assessment	Sensory Approaches	V	Specialist Supportive Clinical Management for
		assessifient			Eating Disorders
		Metabolic monitoring		PeerZone	
			Activity Engagement		Forensic Risk Management Planning
Acceptance & Commitment Therapy (ACT) Therapies for Borderline Personality Disorder	Single Session Family Consultation	Medication safety,			
		education & advocacy		inpatient groups	Forensic Risk Reduction Treatment
	Multiple Family Group	~	Therapeutic Activity Groups		
		Equally Well Physical Health Program		Consumer Peer Support- led Community Groups	AOD Motivational interviewing
			Vocation and Employment Support		
FaPMI Programs	Medication Alliance	Sensory Assessment & Interventions		Refer to Detox	
			Family Peer Support-led Groups		
				Autism Consultation and Evaluation Services (ACES)	
Be Well Live Well - Early Warning Signs Relapse Prevention Program	Family Violence Assessment (MARAM)	QUIT Program	Driving Assessment	Individual Family, Carer & Supporters Peer Support	Evaluation Services (ACES)