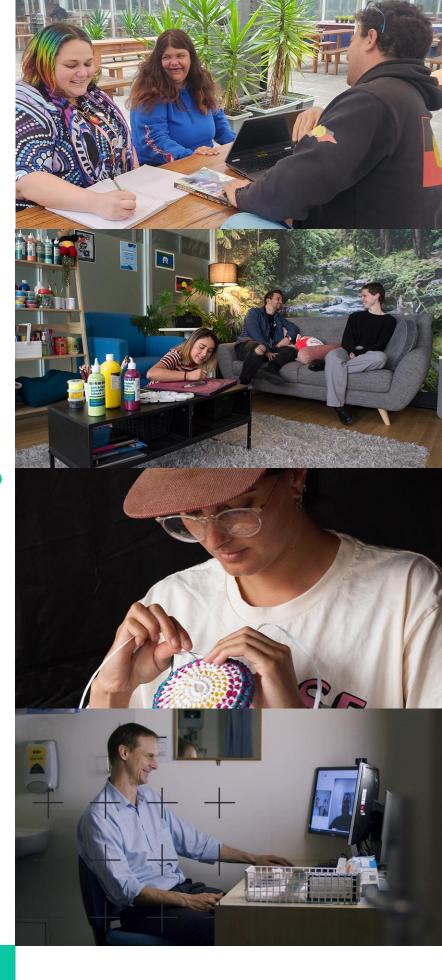
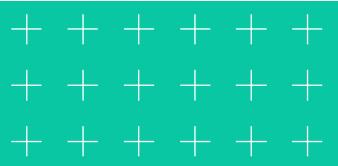


Advancing health for everyone, every day.

Could this be you?

Join the Royal Melbourne Hospital team





Position Description
Senior Intake Clinician





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 excellent
when we work
Melbourne Ho

Excellence Together



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: Senior Intake Clinician

Service: The RMH Mental Health and Wellbeing Service

Location: Waratah Clinic, Moonee Ponds

Reports To: Community Team 3 Manager

Enterprise Agreement: Allied Health Professionals (Victorian Public Sector)

(Single Interest Employers) Enterprise Agreement 2021

-2026

Nurses and Midwives (Victorian Public Sector) Single

Interest Employer Agreement 2024-2028

Victorian Public Mental Health Services Enterprise

Agreement 2020-2024

Medical Scientists, Pharmacists and Psychologists Victorian Public Health Sector (Single Interest Employers) Enterprise Agreement 2021-2025

Classification: Senior Clinician (OT3, SW3, P3, RPN4)

Employment Status: Part time

Immunisation Risk Category: Category A

Date of Review: November 2025

DEPARTMENT DESCRIPTION

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.

POSITION DESCRIPTION

- A Senior Intake Clinician provides high level clinical expertise within the role with respect to the
 assessment and treatment of adult and Older Adult consumers with complex mental health related
 needs. They work collaboratively with Duty function, to provide additional resource as required, and to
 work with consultants to ensure the completion of the clinical governance, legislative and
 documentation requirements (e.g. Clinical Review discussions, completion of documentation, and
 compliance with requirement of the Mental Health & Wellbeing Act).
- A Senior Intake Clinician provides a high level of clinical expertise in screening referrals, risk assessment, gathering relevant collateral information, and engaging with consumers and their family/carers. They undertake initial assessments over the telephone and face to face when required.
- A Senior Intake Clinician provides referrers with a helpful, proactive and solution focussed approach, feedback on outcomes, and understanding the needs and preferences of the person and their carer/family. They are able to prioritise referrals and communicate effectively to ensure requests for service are dealt with in a timely and efficient manner.
- Shifts are 9am-5pm, Mon-Fri EFT-dependent.

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, private supports, 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.

KEY ACCOUNTABILITIES - POSITION SPECIFIC

Model the Values

Demonstrate behaviours reflective of Melbourne Health's values.

Demonstrate behaviours that support a recovery approach to care and an ability to manage relationships so they will facilitate recovery.

A knowledge of consumer Rights and Responsibilities, and the ability to facilitate consumers to make informed choices for recovery, as well as an awareness of issues relating to cultural diversity, and how these may influence service choices and delivery.

Demonstrate behaviours that aid the implementation of the Framework for Care for RMH MHS Adult & Older Adult Community services.

Provide Clinical Care

Provide a high level of clinical expertise in the assessment, provision of treatment and delivery of targeted interventions to consumers with complex mental health related needs and their family/carers.





Utilise discipline-specific skills as appropriate and as required by consumers, their family/carers and the Service.

Assist in the provision of primary, secondary and tertiary consultation services, community development and education, liaison and linkage to other agencies that also provide support to people with mental illnesses.

Undertake the following key functions for referring agencies, consumers and their family/carers:

Being the single point of initial contact within the adult/Older Adult Community Team;

Building a therapeutic alliance with the referrer, consumer and family/carers;

Screen all referrals to the Community Teams by an assessment of the needs of the individual and collecting all relevant collateral information;

Understanding the needs and preferences of the person and their carer/family;

Undertaking initial assessments over the telephone and face to face assessments when required;

Prioritising referrals and communicating effectively to ensure requests for service are dealt with in a safe, timely, and efficient manner;

Coordinating care as appropriate by communicating and advocating for the consumer and their family/carer with the Community Teams and external service providers;

When allocating to new assessment slots be aware of matching consumer needs with clinician preferences and expertise, and consult with the workload monitoring system to distribute referrals amongst the Community Teams:

When the referral is not appropriate for the Community Teams, assist the referrer in linking in with more appropriate alternative community resources or agencies;

Booking of interpreters when required;

Where appropriate, discuss or review referrals and outcomes with the consultant psychiatrist and Intake manager or other appropriate back up options;

Provide feedback to the referring agency/person and ensure relevant family/ significant others are fully briefed about outcomes; and

Work collaboratively with other RMH MHS teams, external agencies, and service providers to ensure continuity of care for consumers and their family/carers;

Produce and monitor the new assessment roster;

Attend the Intake Meeting;

Participate in the Acute Roster as a back-up when required/walk ins.

Support Quality and Safety

Under supervision

Uphold high standards of care and safety in Community Team practice;

Aid implementation of the new Framework for Care's clinical governance and standards.

Support Education and Training

Accept responsibility for Continuing Professional Development (CPD) of self and actively keep a CPD portfolio as required by the AHPRA/Professional Association (for relevant disciplines);

Participate in and contribute to ongoing professional development activities and in-service training, and pursue development of knowledge of mental health amongst the team;

Provide professional supervision and mentorship to other clinicians within the Community Team.

Help Build Strategic Relationships

Contribute to strategic activities, as required – strategic planning, workforce planning, quality planning, etc. In conjunction with continuing care providers such as GPs, CMHSS etc, work to improve Community Team's assessment, treatment, care, referral, discharge/return to community and follow up processes;

Be aware of and observe service agreements and linkages with other agencies;

Recognise and support the interdependent relationships between Community Team services and IPU, ED, EMH, CCU, PARCs, etc.





KEY RELATIONSHIPS

Internal

- Area Manager and Clinical Director
- Group Program Coordinators
- Executive Management Group
- The RMH MH&WB Managers and Team Leaders
- Discipline Advisors and Discipline Seniors
- Health Information Manager
- Business Manager
- Evaluation and Service Improvement Coordinator
- Department of Health, Chief Psychiatrist and other key stakeholders
- Consumers and Family/Carers

External

- RMH Mental Health Executive Support Unit Finance
- Human Resources
- Centralised Triage
- · Facilities Management
- NDIS
- Housing
- Employment
- Emergency Services
- Acute Health
- Pharmacies
- Non-government agencies
- Alcohol and other drug services
- Primary health providers

KEY SELECTION CRITERIA

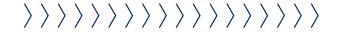
Formal Qualification(s) and Required Registration(s):

- 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.).
- Psychologists:
 - a. Registration as a Psychologist under the Australian Health Practitioner Regulation National Law Act (2009) with practice endorsement as a Clinical, Forensic or Clinical Neuro Psychologist with the Psychology Board of Australia (or eligibility to enter a registrar program as a clinical, forensic or clinical neuro psychologist with the Psychology Board of Australia where relevant).
- Registered Psychiatric Nurses:
 - a. Registration as a registered nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
 - b. Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing.
- Social Workers
 - 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.





- Ability to work with consumers, family and carers from a range of cultural backgrounds, and to provide gender sensitive services.
- Commitment to ongoing professional development for self.
- Well-developed skills in writing and an ability to promptly prepare case assessments, individual service plans, discharge summaries and other forms of documentation.
- An understanding of the policies and procedures associated with the Mental Health & Wellbeing Act and other relevant legislation.
- Capacity to undertake alcohol and other drug screening, assessment, treatment planning, brief interventions with consumers who have co-occurring mental health and substance use disorders.
- Familiarity with a range of computer software packages including the Microsoft platform.
- 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.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

Demonstration of RMH values and behaviours, being a role model for living the values;

Completion of mandatory training activities including training related to the National Standards;

Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;

Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;

Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;

Ability to maintain a safe working environment and ensure compliance with legislative requirements;

Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;

Acting in accordance with all safety, quality and improvement policies and procedures;

Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;

Working in partnership with consumers and where applicable their carers and families;

Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.



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

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	Initial Conversation about consumer peer support	LSI-R:SV	
CBT Fundamentals	Family/Carer Fundamentals	Physical health conversations Physical Physical health Driving Screen		SUBA AOD Harm Minimisation		
			Driving Screen	Initial Conversation about family, carer and supporters peer support	AOD Relapse Prevention	
	Family Violence Screen	Physical health assessment	Sensory Approaches	Supporters peer support	Specialist Supportive Clinical Management for Eating Disorders	
CBT for Psychosis	~	Metabolic		PeerZone Consumer led inpatient groups	Latting Disorders	
	Single Session Family Consultation	monitoring Medication safety,	Activity Engagement		Forensic Risk Management Planning	
Commitment Therapy (ACT)	Multiple Family Group	education & advocacy	Therapeutic Activity Groups		Forensic Risk Reduction Treatment	
Therapies for Borderline Personality Disorder		Equally Well Physical Health Program		Consumer Peer Support- led Community Groups	AOD Motivational	
	Family Therapy		Health Program Vocation and Employment	Individual Consumer Peer	interviewing	
CBT for co-morbid Anxiety & Depression	CBT for co-morbid		Medication		Support	Refer to Detox
	FaPMI Programs Alliance		Sensory Assessment & Interventions	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	