



**The Royal  
Melbourne  
Hospital**

**Advancing  
health  
for everyone,  
every day.**

**Could this be you?**

**Join the Royal  
Melbourne  
Hospital team**



**Position Description**

**Senior Intake Clinician**

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.**

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

<b>Position Title:</b>	Senior Intake Clinician
<b>Service:</b>	The RMH Mental Health and Wellbeing Service
<b>Location:</b>	Waratah Clinic, Moonee Ponds
<b>Reports To:</b>	Community Team 3 Manager
<b>Enterprise Agreement:</b>	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
<b>Classification:</b>	Senior Clinician (OT3, SW3, P3, RPN4)
<b>Employment Status:</b>	Part time
<b>Immunisation Risk Category:</b>	Category A
<b>Date of Review:</b>	November 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.

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## 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 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.





## Internal

- ## 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

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

- ### Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness, and achieving excellence together.

- Desirable:

- Aboriginal and Torres Strait Islanders are highly encouraged to apply.
- Experience in working with ACCHO and Aboriginal Communities and Families.

Your performance will be measured through your successful:

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.



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#### 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.

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#### 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.

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Employee Signature

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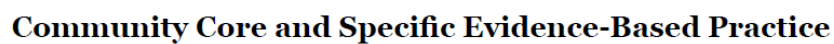
Employee Name (please print)

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Date

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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	Family/Carer Fundamentals	Physical health conversations	APQ6	Initial Conversation about family, carer and supporters peer support	SUBA
▼	Family Violence Screen	Physical health assessment	Driving Screen	▼	AOD Harm Minimisation
CBT for Psychosis	▼	Metabolic monitoring	▼	PeerZone	AOD Relapse Prevention
Acceptance & Commitment Therapy (ACT)	Single Session Family Consultation	Medication safety, education & advocacy	Activity Engagement	Consumer led inpatient groups	Specialist Supportive Clinical Management for Eating Disorders
Therapies for Borderline Personality Disorder	Multiple Family Group	▼	Therapeutic Activity Groups	Consumer Peer Supported Community Groups	Forensic Risk Management Planning
CBT for co-morbid Anxiety & Depression	Family Therapy	Equally Well Physical Health Program	Vocation and Employment Support	Individual Consumer Peer Support	Forensic Risk Reduction Treatment
Be Well Live Well - Early Warning Signs Relapse Prevention Program	FaPMI Programs	Medication Alliance	Sensory Assessment & Interventions	Family Peer Support-led Groups	AOD Motivational interviewing
	Family Violence Assessment (MARAM)	QUIT Program	Driving Assessment	Individual Family, Carer & Supporters Peer Support	Refer to Detox
					Autism Consultation and Evaluation Services (ACES)