

Position Description

Position Title	Community Engagement Worker
Position Number	30028185
Division	Clinical Operations
Department	Bendigo Adult Community Mental Health
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Psych EN L3 Y1 – Y4, Psych Nurse G2 Y1, Occ Therapist G1-G, Social Worker G1 Y1- G2
Classification Code	PE50 - PE53, NP11, YB13 – YB20, YC35 – YC42
Reports to	Manager, Bendigo Adult Community Mental Health Team.
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The position of a Community Mental Health Engagement Worker (CMHEW) is for Level 3 Enrolled Nursing and is open to newly graduated Nursing (Registered and Enrolled), Social Work or Occupational Therapy health professionals, and will be community based in Bendigo Adult Community Mental Health Team.

The CMHEW will proactively engage with patients (and their families and carers if applicable) to support their connection with the mental health service and navigation of the complex mental health, general health and social services systems.

The CMHEW role will compliment clinical roles by performing collaborative tasks that improve overall engagement in mental health recovery, thereby ensuring that clinicians in the multidisciplinary community mental health team have more “client facing” time to deliver targeted clinical interventions that improve consumer outcomes and experiences of the service, non-clinical logistical and administrative tasks.

The CMHEW’s duties will draw on their skills in effective communications, professional problem solving and providing information about the mental health service, other health services and a range of organisations that the primary therapist and consumer have identified as being relevant.

The CMHEW will also be required to enter information into relevant databases and have an ability to use centralised appointment booking systems and initiate reminders and follow-up phone contact with patients at risk of disengaging.

Responsibilities and Accountabilities

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Key Responsibilities

Working under the broad direction of professional staff and Senior Clinician and in keeping with the patient’s treatment plan, the employee will work within established procedures and guidelines to:

- Actively participate as part of a multidisciplinary community mental health team.
- Assisting consumers, their families and carers (whenever possible) to navigate the complex health system that may include welcoming people to the clinic and providing an orientation to available amenities and other “meet and greet” activities.
- If an appointment is going to be delayed, provide updates to the consumer and their families/carers.
- In regard to the consumer in focus, provide support for consumers and carers in relation to booking and confirming appointments.
- Initiate reminder and or follow up phone calls with consumers at risk of disengaging.
- Undertake follow up phone calls with consumers who did not attend appointments in a non-judgemental manner. The focus should be on ascertaining what the obstacles may have been and collaboratively making new appointments at times most suitable to the consumer and their families/carers.

- Support consumers and their carers to resolve practical problems related to their health and wellbeing within scope of the CMHEW role.
- Liaise together with consumers, families, and carers and assist them to book external appointments and access a broad range of human services agencies, government departments and other community agencies.
- Under direction of primary treating team to engage with consumers and their carers over the telephone as well as face to face where necessary, to lodge referral paperwork and other documentation for various programs such as the NDIS, housing, employment and other services.
- Under direct supervision of Community Mental Health clinicians participate in group-based activities.
- Provide general information and assistance to consumers and their families/carers in relation to income security and other welfare services.
- Develop and maintain a register of community services and resources for use in the team and inform the multidisciplinary team of the availability of these resources and their suitability for consumers.
- Maintain a high level of documentation in the consumer records in accordance with the local services policy and guidelines.
- Escalate concerns about potential risk or deteriorations in a consumer's mental health to the clinical team for assessment and review.
- Subject to the outcomes of appropriate risk assessments, and if CMHEW workload permits, transport patients to or from appointments with their mental health practitioners where there are no other suitable alternatives.
- Participate in supervision and role development as required by the health service.
- Other duties as directed by health service within scope of qualification and role classification.

Working under the direct and indirect supervision of an RPN, PEN Level 3 Nurses will work within the established procedures and guidelines to:

- Assist Coordinators of the Clozapine Clinic with follow up/management for patients on Clozapine who are stable and transitioning to GP shared care, including backfill of planned leave as required
- Administration of prescribed medications including depots
- Other duties as directed by health service within scope of qualification and role classification

All duties of the CMHEW will be undertaken under the general supervision of a qualified health practitioner from the multi-disciplinary community mental health team. The CMHEW will have ready access to clinical expertise and will appropriately escalate concerns about potential risk or deterioration in a patient's health.

Key Selection Criteria

Essential

1. Current registration as Registered Nurse or Occupational Therapist with the Australian Health Practitioner Regulation Agency (AHPRA) or; Social Worker – membership/meets the eligibility requirements for membership, with the Australian Association of Social Work.
2. Post graduate qualifications in mental health and/or related field/or relevant experience.

3. Relevant work experience, at least two years' experience working within a variety of mental health settings
4. Knowledge in community based psychiatric triage, assessment, support and treatment of people with a mental illness and associated complex issues.
5. Knowledge and experience working with the Mental Health and Wellbeing Act 2022, and knowledge of relevant state-wide Psychiatric Service Frameworks Procedures and Guidelines and Bendigo Health policy and procedures
6. Demonstrated commitment and experience in an integrated community-based treatment model for people with a mental illness and associated complex issues
7. Experience in liaising and consulting with relevant family members, team members, and a broad range of health professionals and community agencies
8. Ability to work as part of a team, as well as to work independently
9. Demonstrated evidence of participation in education and training to other staff and commitment to ongoing professional development
10. High level of organisational, leadership, communication and interpersonal skills with the ability to develop effective working relationships.

Desirable

11. Knowledge of Quality Improvement and flexibility to operate in an environment of change and continuous improvement.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is

committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.