

Position Description

Position Title	Senior Clopine Coordinator - Registered Nurse
Position Number	30100923
Division	Clinical Operations
Department	Bendigo Adult Community Mental Health
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Registered Psych Nurse G4 Y1-Y3
Classification Code	NP75 - NP77
Reports to	Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• 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

As well as providing a community-based adult mental health service in Bendigo, psychiatric services also have community-based teams located in 5 rural areas throughout the region - Castlemaine, Kyneton, Maryborough in the South and Echuca and Swan Hill in the North. These multidisciplinary teams provide care to persons living in their communities experiencing mental illness 16 - 64 years.

In the context of an integrated community mental health team, and under the direction of the Manager and team Psychiatrist, Community Mental Health Clinicians provide psychiatric triage, intake, assessment and treatment, psycho-education and support for patients of Psychiatric Services and their families /carer(s).

Treatment and support are recovery focused and provided during all stages of illness. While these rural teams provide assessment, treatment and short-long term interventions Monday to Friday, out of hours and weekend crisis assessment and treatment is managed through the Regional Psychiatric Triage Service.

As with the Bendigo Adult Community Mental Health Team (BACMHT), as well as providing proactive treatment and support in the community setting, lead clinicians remain involved in the care, treatment and discharge planning of their patients throughout any inpatient and/or residential admissions. Referral to any of the regional adult community mental health teams is typically through Bendigo Health's Regional Psychiatric Triage Service.

The Senior Clopine Coordinator - Registered Nurse provides advanced clinical leadership within the Adult Community Mental Health Team. Working within an integrated multidisciplinary model and aligned with Bendigo Health's Strategic Plan and Mental Health & Wellbeing Service Plan, the role ensures the safe, effective, and recovery-oriented delivery of clozapine services.

Responsibilities and Accountabilities

The Senior Clopine Coordinator - Registered Nurse provides clinical leadership, service coordination, and specialist oversight of the Clopine Clinic, including the Clopine GP Shared Care Program and other Specialist Clinics within BACMHT. The role is responsible for ensuring the safe and effective delivery of clozapine treatment in accordance with state-wide protocols, organisational policies, and best-practice standards. This includes supervising and supporting EN Clopine Coordinators, providing guidance to multidisciplinary clinicians, and leading service development initiatives to strengthen clozapine monitoring, physical health care, and shared-care pathways.

In addition to specialist clozapine responsibilities, the Senior Registered Nurse maintains a clinical caseload, delivering comprehensive assessment, treatment, case management, and support to consumers, their families, and carers. The role responds proactively to emerging risks and deterioration in mental or physical health, ensuring timely intervention and coordinated care.

Key Responsibilities

In a multi-disciplinary integrated community mental health team, and under the direction of the Manager and Consultant Psychiatrist(s):

- Provide strong leadership, clinical supervision, mentorship and preceptorship to junior staff/students, EN Clopine Coordinators and Community Mental Health Engagement Workers (CMHW).
- Assume responsibilities associated with the effective management of the Clopine Clinic / GP Shared Care program and Specialist Clinics, including deputising for the Manager as needed, day to day operational and clinical leadership to the multidisciplinary team, conducting staff performance reviews, and undertake portfolio roles within the program.
- Maintain the Clopine®Central™ centralised monitoring service ensuring compliance with the Clopine Protocol and Bendigo Health Clozapine Practice Guidelines.
- Provide ongoing education and identify training needs in relation to Clozapine management.
- Lead coordination of the Clopine Clinic/GP Shared Care program including intake coordination, assessment and clinical treatment, including crisis assessment, intensive treatment, case management and support for patients, their families and carers.
- Keep up to date with current trends and requirements, and participation in committees and working parties, in relation to monitoring and data bases for Clozapine.
- In conjunction with the manager, support and/or provide a range of bio-psycho-social treatment modalities including individual, family and group settings in the community.
- In consultation with the patient, family and carer(s), and other care providers, formulate, negotiate, document, monitor and maintain a Recovery Plan for each patient of the service, and complete other documentation, including Outcome Measures, as per service policy.
- Identify, engage and include other key community agencies and service providers involved in the provision of rehabilitation, recovery, support, and discharge planning consistent with the patients and family/carer(s) needs.
- Participate in community consultation, awareness and education activities and develop community resources to increase the understanding of psychiatric disorders and service delivery models in the community.
- Participate in Multi-disciplinary Team processes and provide sound discipline specific advice to other clinicians within the team and guidance/preceptorship to more junior staff and students.
- Depending on service requirements, work flexible hours, as directed.
- Perform other duties as directed.

Key Selection Criteria

1. Current registration as Registered Nurse with the Australian Health Practitioner Regulatory Agency (AHPRA).
2. Post graduate qualifications in mental health and/or related field/or relevant experience.
3. Extensive experience (5+ years) in community-based psychiatric triage, assessment, support, and treatment of individuals with complex mental health needs, including application of the Mental Health Act 2022 and relevant frameworks.
4. Strong commitment to integrated community-based care models and adherence to organisational policies, procedures, and continuous best practice standards.
5. Proven ability to collaborate and consult effectively with families, multidisciplinary teams, and a wide range of health professionals and community agencies.
6. Demonstrated commitment to professional development, including staff education and training, supported by strong computer and data entry skills.
7. High level of organisational, leadership, communication and interpersonal skills.

Desirable

8. Positive, enthusiastic, and friendly approach with a strong focus on delivering excellent customer service to both internal and external stakeholders.
9. Ability to work effectively both independently and as part of a team, with strong skills in extracting and analysing data from databases.
10. Knowledge of quality improvement, with a willingness to learn and adapt in environments 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.