

Position Description

Position Title	Mental Health Clinician
Division	Clinical Operations
Department	ECAT Triage PARC
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Registered Nurse Gr3, Social Worker Gr2, Occupational Therapist Gr2
Classification Code	NP81 - NP74, YC42 – YC45, YB20 – YB23
Reports to	ETP Manager
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

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

Responsibilities and Accountabilities

The team is part of Bendigo Health's Mental Health Department.

The Enhanced Crisis Assessment and Treatment Team (**ECATT**) is based in the Emergency Department of the Bendigo Hospital. ECATT provides comprehensive psychiatric assessment of patients and the delivery of clinical treatment and care to resolve or ameliorate emotional distress within the Emergency Department setting.

Bendigo Health's Regional Triage Service provides 24-hour, 7 day a week access to area mental health services across the Loddon Campaspe Southern Mallee Region. Triage is the single point of entry for Bendigo Health Mental Health and Wellbeing Services. Clinicians conduct Mental Health Telephone Triage assessment and screening, arrange psychiatric assessments, coordinate response to psychiatric crises and provide expert mental health advice and information to clients, families, and community members. For the cost of a local call anywhere in Victoria (mobile calls excluded), the Triage service allows members of the community to speak to a trained mental health practitioner and receive advice, assisted access to services, and/or the arrangement of a psychiatric assessment when required.

The Short-Term Treatment Team (STTT) is a mental health multidisciplinary team providing access to community based psychiatric assessment, support, and specialist treatment. STTT is operational 7 days per week, and can be accessed through Regional Triage Service.

The Police Ambulance Clinician Emergency Response (PACER) team is a Police-lead program, with the capacity for emergency psychiatric assessments by a senior mental health clinician in the community for those in crisis.

Adult Prevention and Recovery Care (APARC) serves as a 'step-up, step-down' program between inpatient units and the community. The Adult PARC program provides a safe and supportive community-based environment for persons 25-64 years. Consisting of 10 single room units, Bendigo Health's Adult PARC program is run with the support of MIND Australia staff. With a recovery and prevention focus, the program assists those coping with mental illness to learn, or relearn, social and daily living skills. A maximum stay of 28 days applies and admission is via referral.

The Hospital Outreach Post-Suicidal Engagement (HOPE) service provides intensive, person-centred support for up to three months for people leaving an emergency department or medical ward following treatment for an attempted suicide, or those who have presented with serious planning or intent.

Key Responsibilities

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

- Provide psychiatric, social and physical assessment for consumers and deliver clinical treatment and care to resolve or ameliorate emotional distress within the community, APARC and Emergency Department settings
- In partnership with clients, families, carers and relevant agencies, develop treatment plans consistent with Victorian MHWA 2022 and current service delivery frameworks to promote optimum outcomes for patients
- Conduct Mental Health Telephone Triage assessment and screening, arrange psychiatric assessments, coordinate response to psychiatric crises and provide mental health advice and information to consumers, families, and community members
- In consultation with consumers, families, 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 policies
- Identify, engage and include other key community agencies and service providers involved in the provision of recovery support, and discharge planning consistent with the consumer's and family/carer's needs, to minimise the risk of relapse following discharge from the service
- Monitor the effects of medication, consult with nursing or medical staff regarding any concerns encountered and ensure that all appropriate documentation is completed
- Participate in Multi-disciplinary Team processes and provide sound discipline-specific advice to other clinicians within the team and guidance to more junior staff and students
- Participate in a 24/7 roster, including weekends, public holidays and night shift as directed
- Perform other duties as directed

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Bachelor qualification in Nursing, Social Work, Psychology, or Applied Science with postgraduate Occupational Therapy training, plus a postgraduate diploma in mental health (or equivalent specialist psychiatric nursing qualification), and at least 3 years full-time post-registration experience in mental health across triage, assessment, and treatment settings.
2. Relevant practical experience (typically 2+ years) across a variety of mental health environments, supporting individuals with complex mental health needs.
3. Strong knowledge and experience in community-based psychiatric triage, assessment, support, and treatment for people with mental illness and associated complexities.
4. Sound understanding of the Victorian Mental Health and Wellbeing Act 2022, along with relevant psychiatric service frameworks, guidelines, and organisational policies and procedures.
5. Demonstrated commitment to integrated, community-based models of care, including collaboration with families, multidisciplinary teams, health professionals, and community agencies.

6. Well-developed organisational, leadership, communication, and interpersonal skills, including the ability to prioritise workload, contribute to staff education and training, maintain ongoing professional development, and utilise computer and data entry systems effectively.

Desirable

7. Strong communication skills with the ability to build effective working relationships and deliver excellent customer service
8. Positive, enthusiastic, and approachable attitude, with a focus on helping both internal and external stakeholders
9. Ability to work both independently and collaboratively as part of a team
10. Experience working with databases, alongside a willingness to learn and adapt in a continuous improvement environment

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