

Position Description

Position Title:	Associate Director Engagement and Access Mental Health and Wellbeing Services
Reports to:	Director of Nursing and Operations
Department:	Mental Health & Wellbeing Services
Directorate:	Community Care and Mental Health
Cost centre:	H8502
Code & classification:	Registered Psychiatric Nurse Grade 6 (NP61) and Chief Allied Health Grade 4 (Occupational Therapist – (YB38), Social Worker (YC60), or Psychologist Grade 5 (TT16).
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024 Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single interest Enterprise Agreement 2017 – 2021 and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Associate Director Engagement and Access Mental Health and Wellbeing Services (EAMHWS), works in partnership with the EAMHWS Clinical Director and is responsible for operational and high- level leadership and strategic planning for the EAMHWS.

The EAMHWS consists of the following mental health services:

- Mental Health Access Team:
 - Mental Health Triage
 - Mental Health Acute Response Team (includes mental health response to GV Health Emergency Department)
 - Police, Ambulance and Clinician Early Response (PACER)
- Mental Health Advice and Response Service (MHARS)
- Greater Shepparton Strathbogie Moira (GSSM) Mental Health & Wellbeing Local, Mental Health Nurse
- Mental Health Consultation Liaison and Addiction Services
- Mental Health Forensic Clinic Specialist services
- Women's Recovery Network (WREN)
- Hospital Outreach Post Suicide Engagement (HOPE)

The Associate Director EAMHWS along with the Clinical Director will ensure a standard of excellence in clinical practice that reflects the vision and goals of GV Health. They will lead change in response to the

Royal Commission into Victorian Mental Health System (RCVMHS). Innovation and partnership development will be key in seeking new opportunities for service improvement and development. The role will be responsible for the close monitoring of key performance indicators and meeting performance and other targets. The position will ensure all required policies and procedures are developed or reviewed, implemented, monitored and updated appropriately.

The Associate Director EAMHWS will ensure that the program operates within budget and will act in a financially responsible manner. The Associate Director EAMHWS will develop and maintain organisational relationships with both internal and external stakeholders.

The Associate Director EAMHWS reports directly to the GV Area Mental Health & Wellbeing Director of Nursing and Operations and will work as part of the Mental Health leadership team to provide operational oversight, leadership and senior management to clinical streams across the mental health services. They will work with the Director of Nursing and Operations and leadership team to support the strategic direction of the service and operationalisation of the service plan.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Model and promote the Vision, Mission and Values of GV Health
- Participate as a member of the GVAMHWS senior leadership team.
- Meet clinical, financial, workforce and capital resource requirements for EAMHWS.
- Contribute to the organisational strategic planning process by planning, setting and monitoring clear targets for the team plan and ensuring that projects are linked to the goals of the organisations strategic plan.
- Ensure that EAMHWS is compliant with contemporary human resource management practice and principles including workplace health and safety, employment equity and anti-discrimination requirements and take appropriate action where these are not met.
- Lead the development and provision of monthly reports to the Director of Nursing and Operations against key performance indicators for financial, human resources, clinical quality and risk objectives with the analysis variance reporting and action undertaken.
- Provide guidance, mentoring and support to the EAMHS team managers to ensure that appropriate management strategies are in place to enable best practice services and strategic goals are achieved.
- Adherence to the Mental Health and Wellbeing Act 2022, other relevant legislation, regulations, guidelines and standard to ensure compliance with all relevant requirements and statutory obligations.
- Due diligence and adherence to work health and safety responsibilities as per the Occupational Health and Safety Act 2004 and the Occupational Health and Safety Regulation 2017. Demonstrate due diligence and responsibilities as per this legislation.
- Provide a high-quality service to GV Health consumers that reflects best clinical practice, is evidence based and adds value to GV Health
- Ensure the integration of the Lived and Living Experience workforce into program operations, including the actioning of codesign for new initiatives.
- Support the implementation of the Recommendations of the Royal Commission into Victorian Mental Health Services.

EXTERNAL RELATIONSHIPS

Liaises with:

- Universities and training organisations
- Australian Health Practitioner Regulation Agency (AHPRA)
- Non-Government Organisation (NGO) stakeholders and GV Health partners
- Other mental health providers and tertiary mental health services
- Victorian Mental Health & Wellbeing statutory agencies (including but not limited to Victorian Mental Health & Wellbeing Commission, Department of Health and Mental Health & Wellbeing Tribunal)

GV Emergency Services including:

- Victoria Ambulance
- Victoria Police

INTERNAL RELATIONSHIPS

Liaises with:

- GV AMHWS Director of Nursing and Operations
- GV AMHWS Leadership Team
- GV AMHWS Authorised Psychiatrist
- GV Health Divisional and Executive Directors
- GV Health, Health Safety and Wellbeing
- GV Health Divisional and Executive Directors
- GV Health, Health Safety and Wellbeing

POSITIONS REPORTING TO THIS ROLE

- Mental Health Access Team Manager, GVAMHWS
- Team Manager Hospital Outpatient Post-Suicidal Engagement (HOPE), GVAMHWS
- Forensic Clinical Specialist GVAMHWS
- Team Manager / Nurse Practitioner Women's Recovery Network (WREN), GVAMHWS

Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met;
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
- Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
- Actively recruit and manage all aspects of workforce demands;
- Computer literacy at intermediate level for Microsoft applications;
- Demonstrated business planning, policy, financial and human resources management skills;

KEY SELECTION CRITERIA**Formal Qualification(s) and Required Registration(s):**

- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a suitably qualified Registered Nurse or approved Allied Health Practitioner (Occupational Therapist or Psychologist) or a Social Worker with registration with the Australian Association of Social Work
- If a Registered Nurse, has post graduate qualifications in Mental Health or related field at a minimum of post-graduate diploma or holds a specialist Mental Health qualification.

Essential:

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Extensive post graduate experience working in Mental Health and Wellbeing Services. Will consider applicants with at least 5 years' experience working in senior operational and/or clinical leadership role(s) within Mental Health & Wellbeing Services. To meet the requirements of the relevant enterprise bargaining agreements, applicants who are Psychologists, Social Workers or Occupational Therapists will require minimum 10 years-experience working in mental health.
- Well-developed knowledge of the social and cultural issues, influences and sensitivities that influence mental health for people and their families with an understanding of international, national and local (regional Victoria) trends and influences.
- High level understanding of Victoria's mental health and wellbeing system and reform context, including the evolving role of lived and living experience workforces in shaping service delivery, workforce strategy and system design.
- Well-developed knowledge of legislation and standards pertaining to the delivery of mental health services, including (but not limited to) Mental Health and Wellbeing Act 2022, National Safety and Quality Health Standards (NSQHS) and Occupational Health and Safety Act 2004.
- Able to apply specialist mental health knowledge, skills, attributes and abilities in therapeutic and professional relationships with individuals, as well as with families, groups and communities.
- Has experience contributing to the development and implementation of local/regional policy, including interpreting established professional precedents and organisational policies and supporting effective change management.
- Effective and sophisticated interpersonal and communication skills with an ability to influence and support others, including when discussing sensitive matters requiring tact and diplomacy
- Well-developed knowledge of the principles of clinical governance, quality improvement, clinical risk management and open disclosure.
- Well-developed problem-solving skills and experience leading strategic projects that improve or address complex mental health matters.
- Strong leadership skills and competencies that foster a positive team culture and sound working relationships with a range of stakeholders.
- Well-developed financial and staff/human resource management skills.
- Satisfactory National Criminal History Check prior to commencement of employment.
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment.
- Satisfactory National Disability Insurance Scheme (NDIS) screen.
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.

Desirable:

- Post graduate qualifications in business management or leadership

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care and Mental Health	Associate Director Engagement and Access Mental Health and Wellbeing Services
Reviewed by:	Lisa Scarff
Issue Date:	August 2025

ABOUT US

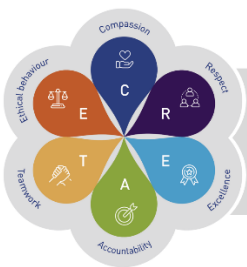
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



COMPASSION
RESPECT

EXCELLENCE
ACCOUNTABILITY

TEAMWORK
ETHICAL BEHAVIOUR

GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)