

Position Description

Position Title:	Adult Mental Health Community Team Manager
Reports to:	Associate Director Adult & Old Age Mental Health
Department:	Adult Mental Health
Directorate:	Community Care & Mental Health & Chief Allied Health Officer
Cost centre:	H0452
Code & classification:	Registered Psychiatric Nurse, Grade 5 (NP51), Psychologist Grade 4 (PM1-PM5), Occupational Therapist Grade 4 (HR9 – HR12) or Social Worker Grade 4 (HR25 – HR28)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024 or Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025 and its successors 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 Adult Mental Health Community Team Manager reports directly to the GV Area Mental Health & Wellbeing Associate Director Adult & Older Adult and is responsible for the day to day operational and clinical management of the GV Health Adult Community Mental Health services. The GV Adult Mental Health Community services consists of a multi-disciplinary workforce including clinical, non-clinical and lived experience staff who provide specialist mental health treatment, care and support for consumers 26-65 years of age in the Goulburn Valley. The Adult Mental Health Community Team Manager is responsible for managing all the day to day aspects of the multi-disciplinary team including rosters, caseload monitoring and review, outcome measurement and the achievement of Health Service Agreement targets and key performance indicators. This includes both Shepparton and Seymour campuses, including PARC.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Provide senior level of clinical support, professional supervision and operational management for the community based mental health clinicians who provide specialist community mental health services to adults in the Greater Shepparton and Lower Hume regions.
- Provide leadership to the Adult Mental Health Community team, ensuring a positive and safe culture where GV Health CREATE values are maintained at all times

- Oversee and support adult mental health case management and specialist community adult mental health services in keeping with the principles of the supported decision-making philosophy of the Victorian Mental Health & Wellbeing Act 2022.
- Monitoring of vacant positions and a timely response to E-Recruitment requirements ensuring positions are filled with appropriately qualified staff.
- Develop and implement quality improvement activities to ensure that services provided by the team meet relevant best practice standards.
- Attendance and participation in all appropriate management related committees and meetings.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing appropriate systems, information or services to clinical areas
- Use the 'Our Workforce, Our Future – Capability framework for mental health services' to inform recruitment and support staff to understand and respond to the needs of consumers, families, carers and supporters
- Quality and safe clinical care for consumers
- Support employees to work in collaboration with consumers, families/representatives or carers by providing timely information involving them in care planning and treatment decision making
- Operationally manage the clinical practices and ensure standards of care maximise health outcomes by continually monitoring, evaluating and improving practices
- Ensure safe consumer care is provided by maintaining appropriate staffing and skill mix levels
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Ensure compliance with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Measure consumer experience and respond accordingly to feedback and complaints including reporting findings to appropriate management and committees
- Develop and maintain collaborative relationships with all disciplines
- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.
- Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes
- Maintain current knowledge of clinical practice
- Actively participate in identifying where improvements can be made to the quality of consumer care
- Participate in incident and sentinel/adverse event reviews and ensure learnings are implemented to prevent reoccurrence
- Actively support clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.
- Commit to ongoing professional development of self, other employees and the profession
- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, employment principles and legislative requirements are met.

POSITIONS REPORTING TO THIS ROLE

- Community Mental Health clinicians
- Psychiatric Enrolled Nurses
- Psychiatric Services Officers
- Administration Officers
- Clozapine co-ordinator
- High Priority Discharge program
- FaPMI
- EIPSR
- PARC clinician
- Personality Disorder Initiative clinician
- Adult Consumer and Carer peer workers

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 and maintained;
- 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;
- Maintaining financial accountability /stewardship for program managed

KEY SELECTION CRITERIA

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

- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse, Occupational Therapist or Psychologist
- Social Workers must be eligible for membership of the Australian Association of Social Workers (AASW)
- Psychologists must have: current clinical psychology or forensic psychology registration with the Psychology Board of Australia
- Registered Nurses must have: post graduate qualification in Mental Health or related field– minimum Post Graduate Diploma

Essential:

- Minimum of 5 years' experience in Mental Health.
- Excellent leadership skills to ensure a positive culture is maintain within the teams.
- Highly developed clinical skills including significant experience in community-based community mental health.
- Demonstrated ability in conflict resolution strategies.
- Excellent communication skills.
- Experience in fostering open communication within a health care setting

Desirable:

- Advanced training in systems and IT
 - Post graduate or other qualification in health leadership or management.
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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 effective 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;
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ALL GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of 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;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- 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 and maintain all 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;
- Comply with requirements of the 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 Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;

- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All 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.

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 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 & Mental Health

Adult Mental Health Community Team Manager

Reviewed by:

Associate Director Adult & Old Age Mental Health

Issue Date:

January 2026

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:



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](#)