

Position Description

Position Title:	Manager – Access Team
Reports to:	Associate Director – Engagement & Access
Department:	Access Team, Consultation Liaison & Addiction Services
Directorate:	Community Care & Mental Health & Chief Allied Health Officer
Cost centre:	H0904
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 and its successors, 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 Access Manager Mental Health reports to the Associate Director Engagement and Access Mental Health & Wellbeing. They are responsible for the operational and clinical management of the Mental Health Access Team and Consultation Liaison and Addiction Psychiatry. This position oversees the delivery of quality mental health services for people of the Goulburn Valley who require acute and crisis mental health treatment, care and support in both community and GV Health Emergency Department setting(s). The role is pivotal in supporting the development of successful relationships between acute mental health services, consumers and their families ensuring appropriate and timely access to mental health services.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Provide senior level clinical support, professional supervision and operational management for multi-disciplinary mental health clinicians who provide specialist acute mental health services in the Greater Shepparton and Lower Hume regions.
- Oversee a high-quality mental health service that reflects best practice and exemplary care.
- Through expert leadership, ensure a positive and safe culture where GV Health CREATE values are maintained at all times.
- Monitoring and reporting on Mental Health Access Team service activity. Ensuring achievement of Key Performance Indicators.

- Attendance and participation in all appropriate management related committees and meetings
- Ensure Mental Health service provision is delivered within the parameters and principles of the Victorian Mental Health & Wellbeing Act (2022) and relevant legislation.
- Assist the organisation in achieving clinical effectiveness by providing appropriate systems, information and services to clinical areas.
- Management of the budget for the Mental Health Engagement and Access Teams.
- Oversee and monitor the recruitment needs of the Mental Health Access Team ensuring positions are filled with appropriately qualified staff.
- Maintain rostering of staff in compliance with the relevant Enterprise Agreement's.
- Maintain continuous improvement and oversee the safety and quality activities for the Mental Health Access Team in alignment with the National Standards in mental health services.

POSITIONS REPORTING TO THIS ROLE

- Consultation Liaison (CL) & Addiction Psychiatry Clinicians
- Mental Health Triage Clinicians
- Acute Response Clinicians located in Shepparton and Seymour
- GSSM Local MH clinician
- Police & Clinician Emergency Response Assistance (PACER) clinicians
- Mental Health and Response Service (MHARS)
- Cultural & Linguistically Diverse (CALD) Liaison.

KEY SELECTION CRITERIA

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

- 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 Grad 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.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- 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
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
- 80% attendance and active participation at committees, working groups and meetings
- Rostering is completed in accordance with the relevant Enterprise Agreement requirements
- Registration is maintained and working within scope of practice

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 & Chief Allied Health Officer

Manager – Access Team

Reviewed by:

Associate Director – Engagement & Access

Issue Date:

February 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](#)