

Position Description

Position Title:	Community Mental Health Engagement Worker
Reports to:	Adult Mental Health Community Team Manager
Department:	Adult Mental Health
Directorate:	Community Care & Mental Health & Chief Allied Health Officer
Cost centre:	H0452
Code & classification:	Psychiatric Enrolled Nurse Level 1 (PE17 – PE18), Occupational Therapist Grade 2, Years 1 – 5 (YB21 – AJ10), Registered Psychiatric Nurse Grade 2, Years 1 – 4 (NP11 – NP21), Social Worker Grade 2, Years 1 – 4 (YC42 – AJ56)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2025 – 2028 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 Community Mental Engagement Worker (CMHEW) reports directly to the Adult Community Mental Health Manager within the Adult Community Mental Health team at either Shepparton or Seymour site.

The CMHEW is responsible for assisting consumers and their families and carers to navigate mental health services, provide information to enable improved access to other services and provides support to clinicians focusing on their therapeutic work.

The CMHEW role will be mainly telephone based and will also have face to face interactions, as needed, to support maintaining clinical engagement and to provide assistance in completing complex paperwork such as referrals required for access to other services.

All duties of the CMHEW will be undertaken under the general supervision of appropriate members of the multi-disciplinary community mental health team with regular clinical supervision being provided by a team member of the same discipline. Access to discipline specific activities will be a core component of the professional development of the CMHEW.

While the CMHEW may provide support to any consumer accessing community-based adult mental health services, it is expected that they will predominately focus on consumers with high level needs.

This role provides a professional pathway for newly registered health practitioners. All duties of the CMHEW will be undertaken under the general supervision of a qualified health practitioner from the multi – disciplinary community mental health team. The CMHEW will not be the sole provider of services to consumers. The CMHEW will have access to clinical expertise at all times and will appropriately escalate concerns about potential risk or deterioration in a consumer’s health.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- The CMHEW will work during business hours, Monday to Friday, in adult community mental health services and will proactively engage with consumers (and their families and carers if applicable) to support their connection with the mental health service and navigation of the complex mental health, general health and social service systems.
- The CMHEW role will complement clinical roles by performing non – clinical logistical and administrative tasks, thereby ensuring that clinicians have more “client – facing” time to deliver targeted clinical interventions that improve consumer outcomes and experiences of the service.
- The CMHEW’s duties will draw on the health practitioner’s skills in effective communication, professional problem solving, providing information about the mental health service, other health services and a range of organisations that the primary therapist and consumer have identified as being relevant.
- The CMHEW will be required to enter information into relevant databases and have an ability to use centralised appointment booking systems and initiate reminders and follow – up phone contact with consumers at risk of disengaging.
- Welcome people to the clinic and provides an orientation to available amenities.
- If an appointment is going to be delayed, provide updates to the consumer and their family / carers.
- In regard to the consumers in focus, provide support for consumers and carers in relation to booking and confirming appointments (i.e. medical reviews, clinicians, GP’s pathology, Clopine and injection clinics etc.)
- Initiate reminder and / or follow – up phone calls with consumers at risk of disengaging.
- Undertake follow – up phone calls with consumers who did not attend appointments in a non – judgemental manner. The focus should be on ascertaining what the obstacle may have been and collaboratively making new appointment(s) at times most suitable to the consumer and their family / carers.
- Support consumers and their carers to resolve practical problems related to their health and well – being within scope of the CMHEW role.
- Liaise together with consumers, families and carers and assist them to book external appointments and access a broad range of human services agencies, government departments and other community agencies.
- When requested by a primary therapist / clinician, engage with consumers and their carers over the telephone, as well as face to face where necessary, to lodge referral paperwork and other documentation for various programs such as NDIS, housing, employment and other services. The CMHEW will not ordinarily complete referral documentation.
- Provide general information and assistance to consumers and their families / carers in relation to income security and other welfare services.
- Develop and maintain a register of community services and resources for use in the team and inform the multi – disciplinary team of the availability of these resources and their sustainability for consumers.
- Maintain a high level of documentation in the consumer records in accordance with the local services policy and guidelines.
- Escalate concerns about potential risk or deterioration in a consumer’s mental health to the clinical team for assessment and review.
- Subject to the outcomes of occupational risk assessments, and if CMHEW workload permits, transport clients to or from appointments with their mental health practitioner(s) where there are no other suitable alternatives.

- Participate in supervision and role development as required by the health service.
 - Other duties as directed by health service within scope of qualification and role classifications.
 - 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 the appropriate systems, information or services to clinical areas
 - To Engage and participate in an integrated AOD assessment and treatment process.
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KEY SELECTION CRITERIA

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

- Recently graduated health practitioner, with current registration with the Australian Health Practitioner Regulation Agency as a:
 - Enrolled Nurse (with Diploma)
 - Registered Nurse
 - Occupational Therapist, or
- Social Worker who is eligible for membership of the Australian Association of Social Workers (AASW)

Essential:

- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Strong interest in mental health and well – being and a career in mental health sector.
- Well – developed interpersonal skills, including excellent telephone manner, clear communication skills, both verbal and written.
- A high level of administrative, logistic, schedule management, organisational and time management skills.
- An understanding of the range of issues experienced by people experiencing mental illness presenting with high level needs, and a commitment to helping meet the needs of consumers and families / carers.
- Possession of a full current Victorian driver's license is essential.
- To display the ability or understanding of AOD screening and assessment of substance use/withdrawal and the principles of an integrated mental health and AOD treatment approach.

People with lived experience of mental distress and recovery together with the above qualifications and experience are encouraged to apply.

Desirable:

- Microsoft office including Excel Spreadsheet competency
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;

- Development and maintaining of collaborative relationships with all other teams and professionals;
 - 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;
 - Registration is maintained and working within the scope of practice
 - Attendance and active participation at meetings as required
 - 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
 - Active participation in the Performance and Development review process.
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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.
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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 & Mental Health & Chief Allied Health Officer

Community Health Engagement Worker

Reviewed by:

Adult Mental Health Community Team Manager

Issue Date:

April 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](#)