

Position Description

Position Title:	Clinician – Mental Health Triage
Reports to:	Manager – Access Team
Department:	Access Team
Directorate:	Community Care & Mental Health & Chief Allied Health Officer
Cost centre:	H0904
Code & classification:	Registered Psychiatric Nurse Grade 4, Years 1 – 3 (NP75 - NP77), Social Worker Grade 4, Years 1 – 4 (HR25 – HR28), Occupational Therapist Grade 4, Years 1 – 4 (HR9 – HR12), Psychologist Grade 3, Years 1 – 4 (PL1 – PL4)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2025 – 2028 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 Goulburn Valley (GV) Mental Health Triage Service is a 24-hour, seven day a week telephone-based triage service. The Mental Health Triage Service acts as a central point for referrals to GV Area Mental Health and Wellbeing Service and as such it is crucial to area mental health and wellbeing service access for the Goulburn Valley area. Mental Health Triage Service accepts referrals for the Adult and Older Adult, Infant, Child and Youth (ICYMMWS) and all other programs across the GV Area Mental Health & Wellbeing Services. GV Mental Health Triage Service also offers expert support, advice and can offer alternative referral pathways (where appropriate) for people requiring mental health care and support that is delivered by non-tertiary mental health treatment, care and support providers.

The Mental Health Triage Service forms part of the Mental Health Access Team along with the Acute Response Team and Consultation Liaison and Addiction Services. It is generally the first contact for people experiencing mental health crisis. It provides a referral pathway for the GV community to access mental health support for themselves and their loved ones as well as for professionals looking to refer people suffering from mental health conditions and psychological distress.

The Mental Health Triage Service works closely with the Goulburn Valley Health Emergency Department (ED) and overnight, the Mental Health Triage Clinician is responsible for responding to ED referrals and conducting mental health assessments for people presenting with Mental Health conditions and psychological distress in the ED.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Provision of mental health treatment care and support in alignment with the principles of the Mental Health and Wellbeing Act 2022.
- Mental health triage assessment applying the Victorian Mental Health Triage Scale.
- Mental health assessment and risk assessment for consumers with mental health conditions, psychological distress and/or mental illness.
- Consultation and advice about mental health care and support to consumers, their families, stakeholders and other professionals.
- Development of safety plans for consumers at risk of harm in the community due to symptoms of mental disorder, mental illness and/or psychological distress.
- Maintain current knowledge of clinical practice in alignment with professional standards.
- High quality professional and respectful communication with both internal and external stakeholders.
- Maintenance of a high-quality and current documentation standard that reflects all clinical and consultative work completed in this role.
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure.
- Carer / network engagement that promotes appropriate inclusion and decision making.
- Consumer feedback and complaints accepted and managed in response to local procedure.
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge.
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.
- Participate in staff meetings, leading these forums where required.
- Maintaining a professional portfolio as part of non-direct clinical functions of the role.
- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health.
- Actively participate in identifying continuous improvement opportunities and engage in improvement activities including (but not limited to) clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.
- Engage in orientation, supervision and support for new staff, junior staff and students.

KEY SELECTION CRITERIA

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

- All Registered Psychiatric Nurses, Occupational Therapists and Psychologists must have: Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse, Occupational Therapist, Psychologist
- All Psychologists must have: Minimum 5 years professional experience as a Psychologist Grade 2 (or equivalent) or Endorsement to practice as Clinical Psychologists, Forensic Psychologists or Clinical Neuropsychologists
- All Social Workers must have: An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers

- All Occupational Therapists must have: Eligibility for registration with the Occupational Therapy Board of Australia, an approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.)
- Registered Nurses must hold a post graduate diploma in psychiatric/mental health nursing or have completed a specialist undergraduate Mental Health Nursing program
- Allied Health Professionals must have a minimum of 5 years' relevant (post-graduation) clinical mental health experience

Essential:

- At least 5 years' experience in mental health service delivery
- Highly developed skills in mental health / risk assessment and formulation of support and safety plans.
- Experience and expertise in the provision of psychiatric consultation and the provision of recommendations for treatment, care planning and management including for mental illness, psychological distress, dual diagnosis and dual disability.
- Highly developed interpersonal, communication and negotiation skills. The capacity to work with service providers across differing sectors and consumers from differing backgrounds, ages and cultural beliefs.
- A highly developed understanding and application of recovery focused principles and a commitment to embedding them in clinical practice.
- An understanding of and ability to apply the Victorian Psychiatric Triage Scale, National Standards for Mental Health Services, National Safety and Quality health Service Standards and the Charter of Human Rights.

Desirable:

- Experience and expertise in the provision of mental health service delivery in child/youth and/or aged psychiatric populations.
- Completed or undertaking further tertiary education in Mental Health or related areas

KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful:**

- 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 scope of practice
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- 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.
- Adhere to relevant professional body code of conduct.

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	Clinician – Mental Health Triage
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Reviewed by:	Manager – Access Team
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Issue Date:	May 2026
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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](#)