Position Description

Position:	Community Mental Health Worker
Department:	Community Health Centre
Location:	Omeo, Victoria (on-site)
Reports to:	Director of Health Services & Community Health Centre Manager
Enterprise Agreement:	Health and Allied Services, Managers & Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025

The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a broad range of health and support services to our local communities. These include urgent care, acute care, transition care, residential aged care, primary care, home-based care, and community-based/district nursing.

Located in the East Gippsland High Country, ODH serves the Omeo and District region as the gateway to Victoria's spectacular Alpine region. The area is surrounded by national parks, mountains, rivers, and lakes, offering year-round outdoor recreation. Omeo is home to the newly opened Omeo Mountain Bike Park and is situated just 55 kilometres from Hotham Alpine Resort.

Consistent with our purpose, we aim to promote and enhance the health and wellbeing of the people of the East Gippsland High Country.

We do so by:

- Reaching out to our local rural community in the planning and delivering of our services.
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence.
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and,
- Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

C   Compassion
A   Accountability
R   Respect
E   Excellence

Our people are at the heart of our organisation—regardless of role. Every day, they make a meaningful difference in the lives of our consumers and their families, reflecting our deep commitment to care and community.

Omeo District Health believes that diversity, equity, and inclusion (DEI) are essential to building a thriving workplace and a stronger, more connected community. We are committed to fostering a

culture where everyone—regardless of background, identity, or experience—is valued, respected, and empowered to contribute their best.

Department

The Community Health Centre is committed to providing safe, high-quality, and person-centred care. The division plays a vital role in clinical governance, supporting consumers' rights to make informed care decisions that reflect their values, goals, and preferences.

Position Summary

The Community Mental Health Worker is a new and vital role designed to improve outcomes for individuals experiencing mild to moderate mental illness across the Omeo District Health catchment. The role focuses on delivering evidence-based mental health interventions and improving access to integrated primary mental health care and suicide prevention services, ensuring clients receive the right care in the right place at the right time.

Working closely with GPs at the Omeo Community Health Centre and the broader multidisciplinary team, the practitioner will provide individual and group-based support, including psychological strategies and recovery-focused interventions. A key responsibility is delivering services to geographically isolated areas through proactive community outreach, addressing service gaps and engaging at-risk individuals in meaningful daily activities.

The role requires strong ethical practice, social awareness, and a commitment to safety planning for both clients and staff. Program supervision is provided by the Community Health Manager, with clinical supervision overseen by the Director of Health Services.

Key Selection Criteria

Clinical Knowledge & Practice

- Demonstrated competence in mental state and risk assessment, care planning, and case management for individuals with mental health conditions.
- Experience delivering services across a range of settings (e.g., clinic-based, home visits, telehealth).
- Sound understanding of confidentiality, privacy, and information handling in a health setting.
- Demonstrated commitment to quality improvement initiatives and continuous service evaluation.

Communication & Stakeholder Engagement

- Well-developed interpersonal and communication skills, including the ability to build rapport and work collaboratively with clients, carers, and service providers.
- Proven ability to liaise, negotiate, and advocate with a wide range of stakeholders including GPs, local services, and mental health agencies.

Community Outreach & Health Promotion

- Experience working independently and confidently in rural or remote settings, including outreach to isolated communities.
- Ability to identify local needs and deliver health promotion strategies to strengthen community resilience and mental wellness.
- Capacity to empower individuals through self-help strategies, digital resources, and linking to appropriate support networks.

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Critical Thinking & Personal Attributes

- Demonstrated creative, critical, and ethical thinking aligned with professional standards and community expectations.
- Ability to work autonomously while managing competing demands in a dynamic community setting.
- Strong personal motivation, adaptability, and a genuine commitment to improving mental health outcomes for rural communities.

Workplace Safety & Compliance

- A strong "work safe" mindset, including adherence to lone worker protocols, infection control, and health and safety policies.
- Awareness of occupational risks and strategies to protect personal and client safety in diverse working environments.

Essential Qualifications & Experience

- Approved qualifications in Mental Health Work (minimum Certificate IV in Mental Health).
- Meet the required qualifications and standards to provide recognised psychological therapies, including participation in relevant ongoing professional development.
- Demonstrated experience working in the field of community mental health.

Desirable Qualifications & Experience

- Experience in aged care delivery in rural or remote settings and/or virtual models of care.
- Demonstrated knowledge of best practice approaches to dementia and delirium care, including strategies for prevention, early identification, and person-centred management.

Employment Conditions and Compliance Requirements

This position is conditional upon and subject to:

- Valid Australian work rights.
- Current Working with Children check, Police check and NDIS Worker Screening.
- Australian Health Practitioners Regulations (AHPRA) registration, if relevant. If the incumbent no long holds registration, they must notify the business immediately.
- In accordance with Victorian Health Department requirements for public sector health employees, all staff must receive an annual influenza vaccination as a condition of employment. Compliance with this requirement is mandatory to ensure the safety and well-being of residents, clients, and staff.
- The incumbent must provide documented evidence of immunity or serology in accordance with the organisation's Infection Prevention and Control policies and applicable health guidelines at the time of engagement. This includes, but is not limited to, evidence of Hepatitis B, Measles, Mumps, Rubella, Varicella, and annual influenza vaccination. Employees are required to maintain up-to-date serological screening and immunisation status throughout their employment. A serology review and/or update of immunisation records may be required at least every three years, or earlier as directed based on public health advice or workplace risk assessments.
- Annual completion of mandatory training requirements.
- There being no limitations on ability to perform all duties including but not limited to physical or psychological limitations.

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- Warranting that incumbent has provided accurate information in relation to your qualifications, professional training, registration, and currency of relevant licenses required to perform the position.
- Hold a valid driver's licence. If the incumbent no longer holds a valid driver's licence, they must notify the business immediately if you are charged with a driving offence or if your licence is suspended and or terminated.
- Satisfactory work performance.
- Ability to work flexible hours, including weekends and public holidays if required.
- Any other matters that may affect the operational requirements or the needs of the Employer.

Key Responsibilities

Clinical Service Delivery

- Deliver evidence-based psychological strategies and interventions consistent with professional scope and clinical best practice.
- Conduct comprehensive mental health assessments, including mental state and risk assessments, and develop individualised care plans.
- Embed a consumer-directed care approach, ensuring that care plans reflect the individual's needs, preferences, and cultural values.
- Collaborate with regional mental health services to support risk management and continuity of care.
- Provide counselling, case management, and support through multiple modalities (e.g., face-to-face, telephone, home visits).
- Facilitate self-help and digital mental health support tools and build connections to appropriate community resources.
- Triage referrals and escalate clients requiring specialist care appropriately.
- Promote mental health literacy through psychoeducation to clients, carers, and local stakeholders.

Outreach & Community Engagement

- Provider mental health outreach services to individuals and families in remote areas.
- Advocate for client needs and support sustainable behaviour change through engagement strategies.
- Establish partnerships with local health and community services to enhance service integration and promotion.
- Actively promote the role to local organisations and increase community awareness of available supports.

Governance & Reporting

- Maintain accurate client documentation and participate in data collection and reporting processes.
- Ensure referral pathways are effective, and clients experience seamless care transitions.
- Participate in clinical supervision and case review processes, escalating concerns as needed.

Quality, Safety & Risk

- Contribute to continuous quality improvement initiatives, supporting regular monitoring, evaluation, and refinement of clinical and non-clinical outcomes.
- Support adherence to relevant legislation, regulations, and accreditation standards (e.g., RACGP, NSQHS, NDIS Standards).

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- Stay informed of emerging mental health and social support care models, technologies, and best practices to enhance service delivery.
- Identify and report clinical incidents and risks using Riskman.
- Adhere to infection prevention and control protocols.
- Promote safe lone working practices and support a culture of psychological safety.

Workplace Culture & Professional Conduct

- Promote a positive workplace culture, fostering respect, collaboration, and non-discriminatory practices.
- Uphold privacy, confidentiality, and dignity of all clients.
- Actively participate in performance development processes and mandatory training.
- Remain abreast of professional standards, legislative obligations, and evolving models of mental health care.

Job Analysis: Identification and Physical and Psychosocial Hazards

While this role primarily involves clinical, outreach, and community-based responsibilities, there are a range of physical and psychosocial hazards to consider. These include risks associated with travel to remote locations, working alone, exposure to distressing situations, and variable work environments during client visits. Proactive risk management, supportive supervision, and adherence to workplace safety protocols are essential to ensure the health, safety, and wellbeing of the practitioner.

Physical Hazards Analysis

Hazard Type	Examples in Role	Potential Risks	Control Measures
Manual Handling	Carrying therapy resources, setting up group sessions, transporting outreach kits.	Musculoskeletal strain, injury from lifting.	Training in manual handling; use of trolleys/bags with wheels; ergonomic equipment.
Prolonged Sitting & Screen Use	Client documentation, EMR use, telehealth consultations.	Eye strain, posture-related discomfort, fatigue.	Ergonomic workstation setup, scheduled screen breaks, adjustable seating.
Workplace Ergonomics	Use of laptops and mobile devices in varied settings (e.g. homes, cars, outreach sites).	Neck/back pain, repetitive strain injuries.	Mobile ergonomic tools (e.g. laptop risers, portable keyboard); ergonomic assessments.
Travel & Outreach Work	Driving long distances to remote clients, navigating rough terrain.	Vehicle fatigue, road accidents, environmental hazards.	Adherence to fatigue management policy, travel logs, rest breaks, roadworthy vehicles.
Slips, Trips & Falls	Entering unfamiliar homes or uneven terrain during home visits.	Falls, sprains, minor injuries.	Risk assessments for home visits; hazard identification training; proper footwear.
Infection Exposure	Visiting clients in healthcare settings or homes with illness risk.	Transmission of communicable diseases.	Compliance with IPC protocols, vaccinations, PPE as appropriate, hand hygiene.

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Hazard Type	Examples in Role	Potential Risks	Control Measures
Animals & Environmental Hazards	Visiting homes with pets, livestock, or environmental risks (e.g., smoke, heat).	Animal bites, allergic reactions, heat stress.	Pre-visit risk checks; avoidance protocols; lone worker and emergency contact systems.
Driving and Vehicle Use	Frequent outreach travel, sometimes on unsealed roads.	Road trauma, vehicle wear, fatigue.	Valid licence, vehicle maintenance checks, safe driving policies, 4WD training if needed.
Manual Handling	Carrying therapy resources, setting up group sessions, transporting outreach kits.	Musculoskeletal strain, injury from lifting.	Training in manual handling; use of trolleys/bags with wheels; ergonomic equipment.

Psychosocial Hazards Analysis

Hazard Type	Examples in Role	Potential Risks	Control Measures
Workload & Job Demands	Managing high caseloads, complex presentations, urgent referrals, outreach travel demands.	Burnout, stress, fatigue.	Regular workload reviews with manager; referral triage processes; team support; flexible work arrangements.
Job Control & Autonomy	Balancing self-direction with structured care protocols and external referral expectations.	Role strain, frustration.	Clearly defined scope of practice; clinical supervision; autonomy supported within policy.
Role Clarity & Expectations	Navigating multiple reporting lines (e.g., Clinical vs. Program supervision); community expectations.	Inefficiency, stress, role confusion.	Documented role description; supervision framework; clear KPIs and caseload expectations.
Workplace Relationships	Liaising with multidisciplinary teams, GPs, and external mental health agencies.	Interpersonal tension, emotional exhaustion.	Scheduled case discussions; conflict resolution support; regular interdisciplinary communication.
Exposure to Distressing Situations	Supporting individuals in crisis, responding to suicidal ideation, witnessing trauma disclosures.	Vicarious trauma, compassion fatigue.	Clinical supervision; EAP access; debriefing protocols; mental health literacy and resilience training.
Lone Working / Remote Outreach	Solo travel to client homes; isolated geographic work settings.	Physical safety risks, psychological stress.	Lone worker policy; check-in/check-out systems; mobile and duress alarms; pre-visit risk assessments.
Job Security & Organisational Change	Exposure to changing funding models (e.g., PHN contracts); shifting	Disengagement, anxiety.	Transparent communication; involvement in planning;

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Hazard Type	Examples in Role	Potential Risks	Control Measures
	priorities in rural mental health.		HR support for change navigation.
Public & Media Scrutiny	Engagement with mental health awareness campaigns or community queries.	Reputational stress, emotional burden.	Media training; communications support; guidance on social media and advocacy.
Fatigue Management	Client demand variability; outreach travel; after-hours support in exceptional circumstances.	Physical exhaustion, reduced performance.	Scheduled breaks; workload pacing; flex-time arrangements by agreement.
Ethical Dilemmas / Resource Constraints	Limited service availability in rural settings; waitlists; transport barriers.	Moral distress, helplessness.	Ethical consultation; shared decision-making; regular discussion of system gaps in supervision.
Technology-Related Stress	Reliance on EMRs, telehealth, or digital mental health tools with variable reliability in rural areas.	Frustration, delay in care.	IT support access; appropriate training; use of contingency plans for tech failure.

Performance Evaluation and Review

Performance will be measured against agreed KPIs six months after commencement of employment, then a minimum of annually thereafter.

I, ………………………………………………………………………………………

Agree to undertake the duties as specified in the position description and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's policies and procedures.

Signature: _____   Date: ……/……/…….

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