



# Position Description

<b>Position Title</b>	Complex Care Lead
<b>Division / Team</b>	Mental Health and Counselling Services
<b>Reports to</b>	Senior Manager Mental Health and Counselling Services
<b>Agreement / Award</b>	Dependent on Candidate Qualifications
<b>Classification</b>	As per contract of employment
<b>EFT / Term</b>	As per contract of employment
<b>Work Location</b>	As per contract of employment
<b>Date Approved</b>	March 2026

**About Ballarat Community Health** Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

**Our Purpose** Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

**Our Leading Principles** Address health inequity and inequality  
 Improve the health and wellbeing of our community  
 Have impact and be sustainable

<b>Values</b>	<b>Respect</b> Valuing other points of view and treating people with respect	<b>Integrity</b> Acting with sincerity and honesty	<b>Courage</b> Strength in the face of challenges
	<b>Resilience</b> The ability to be strong in adversity, and bounce back with renewed hope	<b>Responsibility</b> Being reliable and accountable to others	<b>Optimism</b> Focusing on potential and abilities

**Diversity Statement** Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

**Position Summary** The Complex Care Lead is a key leadership position within the Mental Health and Counselling Services (MHCS) team at Ballarat Community Health. Reporting to the Senior Manager MHCS the primary purpose of this role is to manage clinical services staff members who primarily

work within specialty areas in the MHCS Team. The Complex Care Lead will share their expertise in this area to enhance the knowledge of the MHCS team, and train new staff members on the best approaches to working with complex clients.

The Complex Care Lead will assist with leadership across programs within the MHCS team, ensuring that day-to-day service delivery is safe and effectively meeting the needs of the clients accessing this service resulting in improved mental health or symptom stability.

The Complex Care Lead can assist with reviewing and managing referrals, demand, and allocations, to support the Senior Manager of MHCS when required.

The Complex Care Lead will contribute to the development of evidence-based, innovative community mental health services, promote and support the development of MHCS team within BCH and externally, as required, and form and maintain working relationships with key agencies in the community to establish seamless care pathways.

## Principal Areas of Responsibility

### Clinical Leadership

- Provide clinical leadership, consultation, and expertise to Clinicians in the delivery of specialist mental health care within their area of expertise.
- Monitor and lead the ongoing delivery and improvement of evidence based, high quality care
- Work within and promote the MHSC Model of Care
- In conjunction with the Senior Manager, MHCS, establish operational procedures for the clinicians across disciplines in alignment with the strategic priorities of the MHCS Team.
- Participate in multidisciplinary team meetings; including decision making processes where applicable.
- Work with the Senior Manager, MHCS on shared vision across the team
- Be an integral component in building a successful team, by role modelling and displaying innovative practices
- Review and contribute to ongoing development of clinical services and the clinical governance framework.
- Demonstrate and maintain personal competency in the delivery of high quality focussed psychological strategies.
- Assess mental health risk and triage clinical presentations.
- Hold a client load if required
- Support the Senior Manager to participate in client outcome evaluations and contribute to service development initiatives
- Ensure the collection of relevant and compulsory data to measure outcomes to evaluate the delivery of services and drive continuous improvement.
- Ensure regular intake, clinical and case review meetings are held, with appropriate documentation
- Promote self-management principles and the recovery model in service delivery
- Be a champion within the team displaying above average levels or organisation, including maintaining data and reporting across varied platforms (e.g., internal client management system and external ones)
- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health, and psychosocial services to clients to enable integrated service delivery.
- Delivery of Mental Health First Aid and other relevant trainings to external providers
- Facilitate student placements of various disciplines
- Act in the Manager, MHS role during periods of leave

**Quality and Safety**

- Support the delivery and enhancement of evidence-based, high-quality care to clients
- Ensure compliance with relevant work health and safety, professional, and healthcare standards.
- Identify and escalate clinical risk issues in accordance with the Risk Management Procedure.
- Other duties consistent with the position where required or as requested by the Senior Manager, MHCS.

**Team Leadership and Management**

- Provide supervision, coaching, and workload oversight for direct reports.
- Conduct annual Performance Development Reviews and ongoing feedback discussions.
- Lead recruitment, workforce planning and team development in partnership with People & Culture and the Senior Manager.
- Where necessary, implement disciplinary, grievance or performance management procedures in consultation with People & Culture and the Manager.
- Ensure staff (and where necessary contractors and volunteers) are working in a safe environment that complies with OH&S requirements and respond promptly to any injury, incident or near miss
- Promote a work environment that is psychosocially safe for all staff
- Foster a culture that aligns to BCH values.
- Commitment to working with lived experience as part of a multidisciplinary team
- Operating with a partnering and co-design approach
- Ensure team members complete and maintain appropriate clinical records, and statistical reports according to BCH policy and funding body standards.

**Reporting**

- Alongside the Manager, MSH ensure all data and other reporting requirements of funding bodies are submitted as required
- Support the Manager MHS to achieve performance targets and to effectively measure outcomes
- Where required provide material for written reports to the CEO and Executive Team, including contributions for annual and quality of care reports, member newsletters and The Board.

**Scope**

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
- Continuing education to keep abreast of changes
- Be the lead and decision maker for the day to day operations of the programs under this role's purview. Assist the line manager on the wider strategic direction for the relevant programs.

**Organisational Responsibilities**

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values
- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration

- 
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
  - Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
  - Participate in compulsory BCH training programs
  - Ensure that client and staff confidentiality is respected and upheld at all times
  - Attend and actively participate in meetings as required
  - Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
  - Participate in performance development plans and supervision
  - Participate in the organisation's continuous quality improvement programs and activities
- 

**Qualification requirements**

- Tertiary level qualification in Mental Health Social Work, Mental Health Occupational Therapy, Mental Health Nursing, Psychology, or qualification in Community Mental Health Support
  - Current full registration with the Australian Health Practitioner Regulation Authority (AHPRA) or Current full membership with the Australian Association of Social Workers (AASW)
- 

**Key Selection Criteria****1. Experience:**

- Previous experience working with complex clients within the Mental Health system ideally within the Community Sector
- Understanding of current mental health systems and expertise in referring into area mental health services
- Previous experience working with complex and enduring mental health presentations
- A strong understanding of and commitment to the social model of health
- Previous leadership and clinical supervision experience is required
- Understanding of the Western Victoria Primary Health Network (WVPHN) bridge and hub registration portal is desirable

**2. Interpersonal Skills:**

- Proven ability to provide excellent service to client, staff, and general community members
- Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff

**3. Written Communication:**

- Strong written communication and report writing skills

**4. Computer Skills:**

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems

**5. Organisational Skills:**

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail

**6. Alignment with BCH values:**

- Ability to align with the BCH values in all areas of work
  - A strong commitment to self-care and wellness.
-

**Conditions of Employment and other relevant information**

- The successful applicant will be required to maintain a current driver's licence.
  - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
  - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
  - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
  - The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
  - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
  - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
  - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
  - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
-