

POSITION DESCRIPTION

Position Title	Mental Health Clinician - Psychologist (P2)
Reports to (Title)	Team Leader – Mental Health
Group Director	Chief of Mental Health and Cabrini Outreach
Department	Cabrini Outreach – Asylum Seeker Health Services
Position Location	Northcote
Award/Agreement	Salary & conditions in accordance with Contract of Employment
Delegation of Authority Level	Not Applicable

Position Summary & Role Purpose

The Mental Health Clinician/Psychologist is a key member of the Specialist Mental Health Service (that includes psychiatrists, psychiatry registrar, social workers and occupational therapy) at the Cabrini Asylum Seeker and Refugee Health Hub providing clinical care and care coordination to people seeking asylum in Melbourne’s northern and western suburbs. The role involves mental health triage/intake and assessment, developing treatment and management plans, counselling and therapeutic intervention, report writing, care coordination and referral to other services. The service is delivered primarily onsite with some limited outreach and works closely alongside the primary health care team (GPs and refugee health nurses).

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership

- Contribute to the quality and improvement of the specialist mental health service.
- Collaborates with colleagues, sharing knowledge regarding the clinical care and support of people seeking asylum who have experienced significant trauma and may have complex psychosocial issues.
- Contribute to the building of a trusted team environment, ensuring good communication and effective relationships and teamwork with colleagues.
- On request, assist with the development, review and update of clinical policies, procedures and referral pathways that reflect scope of practice and evidence based mental health care.

1.2 Service Provision

- Delivers clinical care in a safe, compassionate, professional, competent and accountable manner working independently through an agreed scope of practice and utilising a trauma-informed, evidence-based practice.
- Triage of mental health referrals and intake assessments
- Comprehensive mental health, psychosocial and risk assessments
- Development of treatment plans and therapeutic goals that address the mental health and psychosocial needs of asylum seekers, who typically experience long periods of uncertainty.
- Undertakes counselling interventions for clients utilising a range of therapeutic recovery-based approaches.
- Responds effectively to unexpected or rapidly changing situations and escalates issues as required.
- Delivers services in collaboration with other mental health team members and the primary health care team where necessary.
- Provides advice and secondary consultation to external service providers as needed and/or as required by the specialist mental health service.

- Advocates for clients and provides comprehensive and flexible care coordination, facilitating referrals across settlement, health, welfare, legal and other social services to ensure good outcomes for the client.
- Assists in the preparation of reports (such as health summaries, support letters and legal letters).
- Complete accurate, timely and professional clinical record keeping and documentation
- Documents contact hours, and where relevant, assists with maintaining data bases, data collection, analysis and report writing.

1.3 Quality and Resource Management

- Adhere to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and the Behaviours that Matter and role models professional behaviour to all staff.
- Recognises that ethnicity, culture, gender, spiritual values, sexuality, age, disability and economic and social factors have an impact on an individual's responses to, and beliefs about, health and illness, and plans and modifies care appropriately.
- Evaluates care and participates in research to improve client outcomes and experience.
- Manages resources responsibly
- Responds to flexible rostering to maximise client care and to meet service needs.

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, clients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational Relationships

The Psychologist:

- Reports directly to the Team Leader – Mental Health.
- Additional operational and clinical support provided respectively by the General Manager and Psychiatry Clinical Lead.
- Maintains a close collaborative working relationship with medical, allied health and other nursing and administration support staff.

Committee Membership

The Psychologist will participate in the following meetings:

- Staff, clinical and multidisciplinary meetings.
- Individual and group supervision.
- Other meetings, including external meetings, as requested by the leadership team.

Staff Development

The Psychologist will demonstrate a commitment to lifelong learning and personal and professional development by:

- Participating in professional development programs.
- Maintaining own skills and knowledge.
- Displaying self-awareness and insight into their own and others behaviours.
- Participating in performance reviews in accordance with Cabrini policy.

Key Competencies

The Psychologist must demonstrate the following requirements:

Professional Qualifications

- Registered as a Psychologist with the Australian Health Practitioner Regulation Agency (AHPRA) and eligible for membership of the Australian Psychological Society (APS)

Work Experience

- Minimum of 3 years post registration
- Significant clinical experience working in a community setting.
- Previous experience working with people seeking asylum and refugees (highly desirable).

Knowledge/skills

- Sound knowledge of the *Mental Health Act 2014* and its amendments, the new Mental Health and Wellbeing Act when the current Act is repealed, National Mental Health Standards for Mental Health Services, and other relevant legislation.
- Ability to work autonomously under limited supervision, exercising sound professional judgement and seeking advice and consultation when appropriate.
- Demonstrated capacity to perform community-based mental health assessments of clients with trauma in different phases of mental illness/psychiatric disorder including comprehensive risk assessments and safety and wellness plans.

- Experience with therapeutic intervention(s) and knowledge of related theory such as: EMDR, trauma-focused CBT, psychodynamic therapy (including attachment theory), mindfulness, narrative therapy, internal family systems, and polyvagal theory.
- Understands and considers the impacts of pre-migration, migration and post-migration factors on asylum seeker and refugee mental health when undertaking triage, assessments and developing treatment plans.
- Knowledge and skills in care coordination in a community mental health setting.
- Demonstrated ability to work with multidisciplinary and interdisciplinary teams.
- Cross-cultural competencies including working with interpreters.
- Competent using a range of information and communications technology and familiar with electronic health records and software.
- Excellent time management and organisational skills.
- Well-developed interpersonal communication and problem-solving skills within a broad range of clinical, community and organisational interactions.
- Demonstrated comprehensive understanding and skill in completing documentation as per Cabrini, State and Commonwealth Guidelines.
- Understands and applies best practice, quality improvement, evaluation and clinical research to improve professional practice.

Personal Values

- Personal alignment with Cabrini's Mission and Values.
- High degree of flexibility and adaptability.
- Commitment to the plight of people seeking asylum and refugees in Australia.

Conditions of Employment

Salary and conditions in accordance with the Cabrini Outreach Contract of Employment.

Cabrini Mission, Values and Behaviours that Matter

OUR MISSION

Who We Are

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

What We Believe

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

What We Do

We provide excellence in all of our services and work to identify and meet unmet need.

OUR VALUES

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people’s lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God’s all-inclusive love
- We look for the good in each other and recognise each person’s contribution as we work together to provide the best possible experience for our clients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini Outreach (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised: 
Chief of Mental Health and Cabrini Outreach

Date: 14/07/2025