



POSITION DESCRIPTION – Clinical lead	
Part 1 – Expectations for Your Role	
Position	Clinical Lead
Service / Program	Toowoomba Integrated Mental Health Service
Industrial Instrument	Dependent on candidate
Instrument Classification	Dependant on candidate qualifications
Reports to	Wellways Operations Manager
Primary Site	Toowoomba, Queensland
Effective Date	September 2025

Integrated Mental Health Consortia

The Toowoomba Integrated Mental Health Hub is an innovative new way of providing integrated stepped care in Queensland's mental health and wellbeing system. Wellways, alongside five consortia partners, Each, Lumsden Psychology, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Goondir, will offer an easy way for people to access seamless care and support for mental health concerns. Services are free, voluntary and easy to access. The Hub will operate on the principles of 'no wrong door', community inclusion and consumer choice and control.

This diverse coalition enhances service delivery through comprehensive, community-focused care. The partnership brings expertise from deep local regional connection, strong clinical background, lived experience expertise, First Nations and multicultural cultural awareness and will deliver comprehensive, integrated and person-centred care across the Toowoomba Region. The partnership will address service gaps for the 'missing middle' by enhancing accessibility and integrating primary mental health care, psychosocial support and early intervention, as well as connection to external services to address social determinants of wellbeing.

The Role

The Clinical Lead provides clinical leadership and oversight for all clinical activities within the Hub, ensuring evidence based practice, clinical governance, and quality care delivery across all integrated programme streams. The Clinical Lead will oversee the Psychological Therapies and Clinical Care Coordination service streams within the Hub.

Psychological Therapies includes delivering assessments, utilising face-to-face and digital modalities, building therapeutic alliances, supporting collaborative decision-making and goal setting and linkages with other services. Services will be trauma-informed, align with quality and safety and include interventions such as mental state assessments, one-to-one therapies (e.g. CBT, DBT, relaxation strategies), crisis response and de-escalation, group treatments, multidisciplinary team care, secondary consultation, and referral reviews.

The Clinical Care Coordination service aims to enhance and coordinate community access to evidence based psychological intervention for people with, or at risk of, mental illness. Clinicians will support, guide, advise and remain connected with participants throughout their service coordination journey.



Key Deliverables

- Service Oversight: Provide clinical oversight and leadership for all hub services.
- Team Leadership & Support: Lead multidisciplinary clinical reviews and case conferences, provide clinical supervision and line management, mentorship to staff and support professional development of clinical staff. Encourage knowledge sharing and cross-team collaboration.
- Engagement & Collaboration: Promote a positive team culture within the hub setting and actively contribute to team, program and network meetings.
- Stakeholder Relationships: Build and maintain partnerships with consortia partners and external stakeholders to support referrals and integrated service delivery.
- Operations & Governance: Guide the development of hub clinical systems and service delivery models, processes, team engagement, compliance (e.g. MARAM, child safety), and performance monitoring. Ensure legislative and quality standards are met.
- Reporting & Quality: Monitor service data and ensure all clinicians are meeting targets. Respond to clinical incidents by addressing safety concerns and ensuring appropriate clinical management. Support the Operations Manager with audits, accreditation, contribute to reports and KPI tracking and report to governance committees.

Skills

- Advanced interpersonal and negotiation skills.
- Exceptional oral and written communication abilities.
- Effective in engaging participants, carers, families and stakeholders to achieve client and program goals.
- Able to seek diverse information and adapt approaches to problem-solving.
- Strong leadership and team management capabilities.
- Ability to work independently and as part of a multidisciplinary team.
- Non-judgmental, client-focused approach.
- Ability to work with high levels of professionalism and model the agreed values of the Hub consortia values.
- Strong administrative, time management and organisational abilities.
- Proficiency in computer applications (Windows, Word, Email, database applications).
- Competency in working with young people and families from diverse cultural or community backgrounds, including First Nations Australians, people from LGBTIQ+ communities, and from remote and migrant communities.

Experience and Knowledge

- Comprehensive knowledge of mental health services, the not-for-profit and health and wellbeing sector, with awareness of industry-specific needs and compliance requirements.
- Significant experience in the provision of mental health care, including the completion of mental health assessments, individual therapy such as CBT, DBT, ACT, and mindfulness, crisis intervention, and interventions with people experiencing mental health difficulties and/or substance use problems.
- Proven experience in clinical supervision, mentoring, clinical governance and team leadership.
- In-depth understanding of the social determinants of health and mental health recovery principles.
- Significant experience leading and managing a multi-disciplinary team, growing a team and expanding a service or practice within a consortia setting.
- Demonstrated experience in working with people in the context of moderate to increasing acuity mental health issues including best treatment options, support services, dual disabilities and co-morbidities.
- Demonstrated ability to develop and maintain linkages and networks with a range of government, community and corporate stakeholders to facilitate clear referral pathways.
- Minimum 5 years clinical experience working in relevant sectors.



Qualification/Registrations/Licences

- Relevant clinical qualifications in Social Work, Psychology, Counselling or Occupational Therapy and accreditation with relevant professional body.
- Current APHRA registration or eligible for membership with the association in your field.
- Current state-based driver's license.

Physical Requirements

- Sit for extended periods during client sessions, assessments, and documentation tasks.
- Capacity to travel locally within the Toowoomba region for outreach, stakeholder engagement, and service delivery.
- Manual dexterity and visual acuity required for computer-based tasks, including clinical documentation and telehealth delivery.
- Respond promptly and appropriately in crisis situations, which may require physical presence and mobility.
- Occasional lifting or carrying of materials (e.g., laptops, therapy resources) up to 5kg.



POSITION DESCRIPTION - Leader (Direct Reports)

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Leader Expectations

This leadership role is key to the team, working with the Directorate, Executive Team, and stakeholders to achieve Each's vision and strategic objectives. The position focuses on collaboration across Directorates to address future business needs and ensure their area supports broader operations. Leaders are responsible for meeting KPIs, financial sustainability, and effective operations aligned with Each's values. Leaders are expected to demonstrate strong leadership, model Each's values, and foster an inclusive, safe, and engaging culture.

Leader Responsibilities

An Each Leader is responsible for:

- Delivering the strategic Plan and supporting financial sustainability.
- Building high-performing, adaptable teams that model Each's values.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive workplace and effective operations.
- Managing risks and fostering innovation, collaboration, and strategic thinking.
- Aligning systems and processes with Each's goals and ensuring compliance with policies and regulations.
- Demonstrating leadership standards and acting as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Strong leadership aligned with Each's values and behavioural standards.
- Proven ability to attract, develop, and retain a diverse, high-performing workforce.



- Commitment to fostering a safe, inclusive culture prioritizing wellbeing.
- Success in building teams, driving collaboration, and achieving strategic goals.
- Confident in engaging and briefing stakeholders.

Desirable Experience, Knowledge, and Qualifications

- Leadership experience in a relevant field.
- Tertiary qualifications in a relevant discipline.
- Collaborative experience within a leadership team.
- Understanding of the Not-For-Profit sector and Health services.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.