

Clinical Services Manager – Malmsbury Youth Justice

position number	PXXXX
status	Full Time, fixed term (TF)
network	Services
agreement	Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 - 2024
classification	ANUM Y2 [over award]
reports to	Operations Lead, Parkville
functional relationships	<p>Nurse Unit Manager (NUM)</p> <p>Operations Lead - cohealth</p> <p>Client Services Officer (CSO)</p> <p>Data and Compliance Lead - cohealth</p> <p>Internal and External Healthcare Providers</p> <p>cohealth clinical and non-clinical staff</p> <p>Justice Health</p> <p>Department Justice and Community Safety (DJCS) staff</p> <p>Clinical Services Manager</p> <p>Support Services Manager</p> <p>General Practitioner</p>
about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and in regional locations in Victoria and Tasmania.
what we do	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
our organisation	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
diversity and inclusion	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click here



network overview

Services Network

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, northern and western suburbs; and rural locations across Victoria and Tasmania.

business unit overview and position overview

Malmsbury Youth Justice Precinct is a regional youth custodial facility located in central Victoria, approximately 95km north-west of Melbourne, accommodating young people aged 17 to 24.

The precinct recommenced operations on 30 April 2026 following a period of decommissioning and is currently in a phase of service establishment and growth. Malmsbury Youth Justice is undergoing expansion and is expected to accommodate up to 75 young people as service capacity increases.

The Clinical Services Manager (CSM) is an integral part of the primary health care team, demonstrating expert knowledge. The CSM is recognised as a clinical leader within the nursing team and forms part of the leadership group.

The role is responsible for ensuring the delivery of evidence-based nursing care that meets professional, organisational, legal, and ethical standards to optimise health outcomes for young people. The role achieves this by providing effective oversight of the daily operations of the health care centre and using clinical expertise to offer guidance, direction, and supervision.

The CSM role will undertake and support management functions at Malmsbury. Some management functions that may be expected are attendance at meetings, complaint and incident investigation, and human resource management functions such as rostering and staffing, performance review and staff training and development. This role is recognised as learning and experiencing the role of the NUM and a valuable tool for succession planning.

The CSM assumes the responsibilities and authority of the NUM in their short-term absence and as such must have a working knowledge of the administrative operation of the primary health service.



key accountabilities

develop and
enhance best
practice
excellence

Clinical Care

Provides oversight for episodic and ongoing clinical care/nursing practice in accordance with cohealth clinical policies and procedures including:

- Delegating staff rostered for each shift for the delivery of patient care to ensure:
 - comprehensive and timely health assessment and screening
 - provision of primary healthcare services and accurate documentation of care
 - development of individualised healthcare plans and clinically appropriate reviews of healthcare plans
- Implementation of treatment regimens including immunisations (e.g. influenza vaccination, Hepatitis B), wound care and disease management
- Safe and timely medication administration
- Performing minor procedures
- Collection of pathology specimens and checking of diagnostic results
- Responding to clinical emergencies in accordance with specific roles and responsibilities
- Liaising with DJCS staff and other healthcare team members regarding health and operational issues related to patients, as appropriate
- Ensuring "at risk" assessments or timely referral of patients to adequately qualified and experienced mental health professionals, when appropriate
- Ensuring ongoing clinical competence by coordinating individual and team professional development activities
- Assuming the role of NUM when delegated/rostered and overseeing the operation of the Health Centre in the absence of the NUM including supporting staff in the health management of patients
- Other nursing, management and administrative duties as directed by NUM

Clinical Leadership and Practice Development

- Facilitating communities of practice, promoting reflective practice, and workplace coaching interventions in line with cohealth's supervision policy
- Supporting evidence-based practice in policy and procedure development
- Accommodating different communication styles to convey information and learning
- Understanding and adopting adult learning strategies to support development and upskilling for optimal service delivery



	<ul style="list-style-type: none"> • Ensures the quality-of-service delivery models for discipline are aligned to best practice and optimise impact on young people's wellbeing, through undertaking governance duties, championing organisational quality, improvement initiatives, and nurturing clinicians to lift to the top of their scope of practice • Approaches all interactions and delivers all educational interventions with an innovation and improvement lens, driving everyday improvements to service delivery within the nursing discipline and is underpinned by cohealth's learning culture
<p>clinical operations & service coordination</p>	<ul style="list-style-type: none"> • Serve as a report to all nursing staff (regarding health care, processes and staff management matters) • Support in the recruiting, inducting and orientating new team members and building self-organising capability for each clinician • Fostering a team environment and positive workplace culture that promotes a nurse-led model of care • Promotion of team capability building in self-organising, peer coaching, peer conflict resolution, group problem solving, team performance evaluation, monitoring, and individual and team objective setting • Delivering individual and team feedback where the need arises and performance development reviews • Effective day-to-day team leadership in identifying challenges, processes and attempted resolution at the point of crisis • Timely action of escalations or concerns by the nursing team to support and facilitate a trusting therapeutic relationship • Engagement of external expertise to build internal best practice capabilities • Liaison with Justice Health and collaboration with custodial service providers (nursing, pharmacy) to align and promote continuous care for all young people in custody • Identifying individual training needs of nursing and allied health staff and enabling skills acquisition for individual team members • Fulfilling responsibilities for a rotating on-call roster (operations on call) and responding to operational needs as required

**evaluation and
quality
improvement**

- Initiating and leading accreditation activities as delegated by the NUM
- Utilise data to guide clinical improvement strategies (such as updating processes and creating workflows for nurses to follow)
- Demonstrates innovation in healthcare service delivery that aligns with the NSQHS Primary and Community Care Standards
- Identifies and leads projects within the nursing and wider clinical team, engaging nursing team members to contribute to process improvements and projects to optimise client impact
- Make collaborative decisions led by nursing and allied health staff regarding suggestions, ideas and concerns for current processes to guide change
- Assist in GP requests and assisted triaging for the GP clinic diary
- Implement and monitor staff compliance with policies, procedures and mandatory learning
- Review and liaise with Justice Health in the clinical learning matrix for all staff
- Provide timely updates to staff on best practice as per procedural updates in alignment with the Youth Justice Quality Framework and Contract Action Notices (CAN) issues by Justice health
- Engaging with and implementing the cohealth and Justice Health quality frameworks
- Take part and action any findings from clinical audits within the precinct
- Further develops competence and scope of nursing practice by participating in and providing professional development activities and attending in-services, education and training sessions and when appropriate share knowledge gained with colleagues
- Represent Malmsbury and the clinical leadership team in governance meetings such as medication safety, infection control and OH&S and seek internal supports where required
- Take part in the development and endorsement of clinical forms and materials for nursing use in custody
- Ensuring that incident management is appropriate and assists the NUM to ensure that a systematic response to notifiable incidents, local issues and performance improvement occurs

**relationship
management**

- Develops internal and external partnerships to integrate care and maximise appropriate referrals
- Work openly and transparently with Justice health in daily communication, mandatory reporting requirements and in escalations in clinical care for young people in custody
- Work collaboratively internally with the Parkville Youth Justice leadership team, nursing team, allied health and GPs
- Work collaboratively with external stakeholders within the Justice space, health service providers and community services
- Ensuring all escalations and communication with the internal and external team are conducted in a respectful, direct and appropriate manner

<p>health & safety compliance</p>	<ul style="list-style-type: none"> • Provide and maintain a working environment that is safe and without risks to the health, safety and wellbeing of all, including self (employees, contractors, volunteers and clients) • Ensure compliance with cohealth's health and safety management systems and procedures by all staff, external contractors and visitors. • Report any dangers or dangerous situations and, where required, take the appropriate action according to the OH&S system procedures to have the problem rectified • Adhere to cohealth risk management systems (RiskMan reporting) and Justice Health risk management systems (notifiable incident reporting, JIMS) within reporting timeframes outlined by Justice Health
<p>others</p>	<ul style="list-style-type: none"> • Undertake duties within the limits of skills, competence and training to maximise flexibility and effectiveness • Participate in a rotating on-call roster and respond to operational or clinical matters as required • Comply and adhere to all cohealth policies and procedures including code of conduct and values • Comply and adhere to Justice Health policies and procedures and ensure all cohealth procedures align to the current Justice Health Quality Framework • Undertake opportunistic projects or tasks as requested or required
<p>position requirements</p>	
<ul style="list-style-type: none"> • Current AHPRA registration (AHPRA) as a Registered Nurse or Registered Mental Health Nurse • Working with Children's Check (WWCC) • Participation in the NDIS worker screening checks where applicable • National (and international if required) current Police Check • Immunisation Category C and proof of COVID vaccination to be produced upon request • Successful candidates will be required to undergo a Department of Justice & Community Safety security clearance prior to commencement • Maintain knowledge, skills, qualifications, accreditations and registrations through participations in professional development activities 	
<p>key selection criteria</p>	
<p>Essential</p> <ul style="list-style-type: none"> • Current AHPRA registration as a Registered Nurse or Registered Mental Health Nurse • Minimum 5 years post graduate experience • Recent nursing experience in senior clinical role • Act as a nursing resource in providing timely, current, research-based information and clinical advice to nursing staff and other health care professional within the scope of practice • Demonstrated strong multi-tasking and organisational skills • Ability to assist and support the implementation of quality and change management initiatives and clinical projects 	

- Demonstrated understanding of, and commitment to, the Youth Justice System and continuous quality improvement
- Demonstrated high level communication and interpersonal skills with capacity to work effectively with managers, staff, and consumers
- Demonstrated expertise in handling challenges and complaints (and in reporting) from both clients and team members and addressing and escalating these in a timely manner
- Demonstrated expertise in the justice system and ability to coach for performance excellence. Holds a broad repertoire of adult educational approaches to optimise learning outcomes
- Undertakes a Human Rights approach to health care delivery
- Strong belief and personal alignment in cohealth Mission and Values
- Understanding of timely reporting of notifiable incidents in the Justice system
- Demonstrated team leadership in a community or public health organisation working with marginalised populations and the responsibility of being the health service provider to the youth in custody

Desirable

- Postgraduate qualifications or higher in health administration or management
- Demonstrated experience in working within the custodial system
- Clinical experience and knowledge within Mental Health and/or AOD Services

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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owner	
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approved by	