# POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Role Title</th>
<th>Clinical Program Lead</th>
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<tbody>
<tr>
<td>Reports to</td>
<td>Clinical Director</td>
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<tr>
<td>Roles reporting into this role</td>
<td>All clinical staff (excluding Nursing and Medical staff), including dietitians, psychologists, exercise physiologists, physiotherapists, social workers and occupational therapists</td>
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## Accountabilities and Responsibilities

### Purpose of the Role

The Clinical Program Lead (CPL) uses their clinical knowledge and management experience to develop, coordinate and manage the effective delivery of the Wandi Nerida recovery treatment program.

The position involves line managing all clinical staff other than nursing and medical staff. The CPL will assist the Clinical Director and executive team in service operations, development and review of the B-FREEDT Model of Care in line with Wandi Nerida clinical and corporate governance frameworks.

The role will be responsible for ensuring the daily treatment program schedule is delivered by coordinating the 7-day roster for all direct reports. Apart from line management responsibilities the CPL will provide strong clinical leadership and will assist the Clinical Director with clinical supervision of staff and students. The CPL will also support the CD in the triage and assessment of new referrals.

The CPL will implement improved referral pathways, continuum of care processes, communications and collaboration with internal and external stakeholders, particularly general practice and members of external treatment team (e.g. private psychologists, psychiatrists, dietitians) to provide an integrated system of care.

The CPL position will be required to work flexibly including weekends and evenings and in addition to the leadership role, will be actively contributing to clinical service delivery.

### Clinical Leadership & People Management

- Reporting and accountable to Wandi Nerida Clinical Director for practising within the philosophy of the B-FREEDT Model of Care and clinical governance framework of Wandi Nerida and its aims, policies and protocols.
- Be responsible for managing the day-to-day affairs of the program as well as being the point person for any clinical crises when the Clinical Director is absent.
- Create, foster and promote a high-performing culture.
- Model all-hands-on-deck, non-hierarchical philosophy.
- Provide on-site clinical supervision of clinical team and treatment team as a whole.
- Effective line management of all clinical staff other than nursing and medical staff.
• Clinical sub-contractors will report to this position for operational issues relating to the delivery of clinical services.
• Ensure effective consultation and communication processes are in place within clinical programs and support services and with stakeholders.
• Develop and maintain effective working relationships with colleagues, participants and families.
• Ensure Wandi Nerida clinical staff are managed optimally through:
  o Effective and regular clinical supervision, consistent and continuous performance review and feedback.
  o Support for appropriately targeted professional development.
  o Ensuring appropriate levels of staffing
• Promote interdisciplinary teamwork to achieve the provision of optimally staffed services, including facilitating the active participation of clinical and support staff in strategic and business planning and management activities.
• Actively support/undertake teaching of less experienced clinical staff and non-clinical staff as required.

Key responsibilities and duties

Clinical
• Provide clinical leadership to inform and guide the delivery of high quality eating disorder treatment services.
• Through advanced clinical knowledge and a high degree of independent clinical decision making, provide and oversee assessment, treatment, and co-ordination of care to participants engaged with our services.
• Lead and participate in multidisciplinary meetings, supervision and case conferences that contribute to high quality outcomes for all participants and ensure clinical review meetings occur regularly. The Clinical Program Lead (CPL) uses their clinical knowledge and management experience to develop, coordinate and manage the effective delivery of the Wandi Nerida recovery treatment program.
• Providing direct clinical services to people with eating disorders and families.
• Assist with other duties as may reasonably be directed by the Clinical Director.
• Monitor day-to-day risk management for the program and maintain appropriate registers for critical events.
• Participate in professional development and maintain currency of professional knowledge and skills.

Service delivery
• Support the Clinical Director.
• Manage resources and rosters in a flexible and efficient manner to ensure uninterrupted and high quality service delivery.
• Assist in the recruitment of staff with the clinical experience required for delivery of high quality services across program areas.
• Undertake line management and clinical supervision of clinical staff within the team with a focus on service quality and achieving contracted deliverables.
- Effectively manage direct reports through appropriate planning, monitoring to achieve required outcomes and deliverables.
- Provide leadership in the review of current treatment programs, and development and implementation of new projects and initiatives.

**Service evaluation/quality**
- Maintain high standards of clinical record keeping ensuring that accurate notes are recorded, file audits completed in line with legislative requirements and organisational policies and procedures.
- Ensure processes in place for the collection, analysis and interpretation of outcome measures for clinical and service evaluation purposes.
- Assist the Wandi Nerida Executive to implement and coordinate processes for quality improvement, Information Management, and adherence to Occupational Health & Safety requirements.
- Contribute to the development of papers and presentations to professional bodies, conferences, research journals and publications.
- Ensure staff develop and maintain the required skills commensurate with their role.

**Selection Criteria**

**Essential**
- Senior mental health clinician (e.g. psychologist, psychotherapist, social worker) with relevant Australian statutory health registration.
- Outstanding ability to coordinate, prioritise and multi-task across a variety of administrative functions.
- Experience in the treatment of and service delivery to participants with complex mental health problems, including at least 2 years’ experience of service delivery to participants with eating disorders.
- Demonstrated competence in clinical problem solving, especially related to eating disorders.
- An advanced clinical knowledge of eating disorders, disordered eating and body dysmorphic as well as co-morbid mental health conditions.
- Able to demonstrate insight into the wide range of issues that are commonly present for people with eating disorders and their families/partners and carers, and to relate to people in distress, establish rapport and gain the confidence and trust of participants and their carers.
- A demonstrable commitment to continuous improvement of service quality, and to creating and maintaining an environment that supports clinical excellence and leads to quality outcomes.
- Demonstrated people management skills, including emotional intelligence, interpersonal communication and negotiation skills, demonstrated in a professional staff environment.
- Competence in clinical problem solving.
- Advanced computer skills including the ability to utilise ICT solutions, electronic recording systems and data management tools.
- Strong organisational skills including the ability to prioritise work, manage multiple tasks and competing priorities and meet deadlines.
- Ability to work both independently and collaboratively as a productive team member.
• Clear understanding of professional boundaries, confidentiality, privacy principles and practices.
• This position requires the incumbent to participate in rostered executive on-call service, including weekends and public holidays.
• Meeting the competencies of the Australia & New Zealand Academy for Eating Disorders (ANZAED) Clinical Practice and Training Standards for Mental Health Professionals and Dietitians providing eating disorder treatment.
• Empathy and understanding of lived experience with Eating Disorders.
• Willingness to participate in a therapeutic community.
• Adaptable and flexible approach to work, particularly when circumstances result in a change in routine.
• Ability to eat in a healthy, relaxed, flexible manner in the company of others, and to model an appropriate relationship with food.
• Willingness to walk the talk of our therapeutic approach.

**Desirable**
• Experience managing a multidisciplinary mental health team, including the facilitation of clinical review processes.
• Registration as Clinical Psychologist.
• Psychology Board of Australia approval to provide supervision to provisional psychologists.
• Postgraduate degree in a mental health field of study.
• Strong clinical supervision experience, both individual and group, combined with proven experience in the development of clinical policy and procedures.
• A broad understanding of the eating disorders system of care within Australia.
• Experience in a similar not-for-profit and/or public health sector.
• Able to fulfill all NEDC clinical competencies as per the National Practice Standards.

**Other requirements**

**Vaccine Preventable Diseases (VPD) Requirements**
It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:
- Measles
- Mumps
- Rubella
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B

We encourage applications from people with lived experience of eating disorders, and family members/carers of people with eating disorders. It is a requirement of all roles, that those who have experienced an eating disorder consider themselves to have been recovered for at least two years.

**At all times:**
• Relevant to the position, participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards and quality improvement programs.
• Conduct yourself in a professional manner.
• Have exceptional interpersonal relationship skills and a positive attitude.
### Overview

Wandi Nerida is the trading name for Butterfly Residential Care Pty Ltd and is limited by shares. It is a not for profit company 100 percent owned by the Butterfly Foundation, Australia’s leading national charity for eating disorders and body image issues.

Wandi Nerida is situated on a beautiful, serene 25-acre block in the Mooloolah Valley on the Sunshine Coast and will make a significant contribution to improving treatment options for Australians with eating disorders. It will be a licensed private mental health facility that provides a unique service within the eating disorder care continuum and accepts referrals from all states and territories in Australia. Within the ecosystem of eating disorder services, Wandi Nerida will fill the gap between hospital admission and outpatient care to provide an opportunity for a more intensive psychological recovery and more seamless integration of services.

This purpose-built, multidisciplinary staffed facility will provide a healing space where people living with eating disorders can work, over time, towards healthy minds and bodies. The B-FREEDT model is recovery orientated integrating lived experience as a key feature of our staffing model. In addition, to Wandi Nerida providing a safe, innovative environment for those most in need of psychological and physical care, it will be an important pilot project for future Australian models and facilities. The care we deliver will allow us to gather the evidence we need to make the case for the provision of high-level residential care and support across multiple sites around Australia.

### Meaning Behind Wandi Nerida

We are thankful for the involvement of local elders who came to our property and offered insight into the traditional culture and stories of the region. In doing so, they gifted us with the name **Wandi Nerida** which means to “gather together to blossom.”

*The meaning behind this name comes from a small insect that was very unhappy within itself. All it wanted to do, was break free and live a life worth living.

It knew, that if it stayed the way it was, then one day someone would come along and squash it into the ground and it would be nothing but a worthless downtrodden squashed bug.

So in all its wisdom, it isolated itself in a cone, drawing strength from itself to become a new creation so it could fly off and explore the many different levels in life.

Reasoning behind, why there’s so many beautiful butterflies in the world today, flying around exploring the many new heights in life.*

### Vision

Intervention is early in illness and episode, treatment is effective, affordable and accessible and treatment is sustained.

### Mission

Change the experience of eating disorders: Saves lives, minimise incidence and impacts, improve quality of life and make recovery a reality.
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<th>Values</th>
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<td>Wandi Nerida values are at the core of everything we do and support our model of care. All participants, staff and families are expected to support our values being translated into practice.</td>
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<tr>
<td><strong>I</strong>: Integrity: we are honest, open, ethical and fair and we. <strong>Innovate</strong>: in everything we do we challenge our ideas of what’s possible</td>
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<td><strong>C</strong>: Connect with Compassion: we show up as real, vulnerable transparent human beings who speak from the heart, value other’s contributions, and invest in each other’s growth.</td>
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<td><strong>A</strong>: Accountable: We welcome honest conversations that challenge when necessary and don’t make assumptions- we ask and answer questions and rely on each other to make solutions.</td>
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<td><strong>R</strong>: Respect: The trust and respect we have for each other infuses passion into everything we do.</td>
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<td><strong>E</strong>: Encourage with Equality: We believe that greatness comes from unlocking each other’s potential and valuing our differences.</td>
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<td>• Advocate excellence and consistency in the culture of care and support for people with eating disorders and encourage a better understanding of the complexities of eating disorders and the need for a compassionate, flexible and holistic response.</td>
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<td>• To operationalise Australia’s first Residential Eating Disorder Facility and provide effective affordable, accessible care.</td>
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<td>• To provide an efficient model of care and sustainable financial model for viability and the foundation and development of other facilities in Australia</td>
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<td>• To ensure there is clinical and economic evaluation of the B-FREEDT model to support evidence-based practice and research for carers and families effected by eating disorders</td>
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<td>• Increase access for all people with lived experience of an eating disorder and carers in Australia to effective treatment and support.</td>
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<td>• Ensure that everyone in the Wandi Nerida team feels recognised for their skills and experience, is fully engaged and supported in making their contributions and that the organisation is providing opportunities for professional growth and development.</td>
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<td>• To ensure Wandi Nerida is well integrated into both the National and State Systems of care to provide sustained recovery for those effected by an eating disorder.</td>
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Wandi Nerida acknowledges Aboriginal and Torres Strait Islander people as Australia’s first people and traditional custodians.

Wandi Nerida is committed to embracing diversity and welcomes all people irrespective of body shape and size, ethnicity, faith, age, sexual orientation and gender identity. More information about our commitment to reconciliation, diversity and inclusion is available here: [https://butterfly.org.au/who-we-are/reconciliation-inclusion/](https://butterfly.org.au/who-we-are/reconciliation-inclusion/)