# Position Description

<table>
<thead>
<tr>
<th>Role Title</th>
<th>Administration Officer – Helpline &amp; Recovery Support Services</th>
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<tbody>
<tr>
<td>Reports to</td>
<td>National Helpline Manager with dotted line to Recovery Support Services Manager</td>
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<tr>
<td>Roles reporting into this role</td>
<td>Nil</td>
</tr>
<tr>
<td>Purpose of the Role</td>
<td>The overall role of this position is to assist with the efficient operations of all Butterfly Clinical and Recovery Services including but not limited to National Helpline and the Recovery Support Services (RSS) team.</td>
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| Accountabilities and Responsibilities | - Provide administrative support to ensure efficient operation within the Clinical and RSS teams.  
- Enter/update contacts and other information on databases, spreadsheets, record management systems, as appropriate.  
- Organise and maintain paper and electronic files.  
- Assist with general document formatting, document simple procedures.  
- Provide quality customer service for all clients including answering telephone enquiries.  
- Undertake projects and conduct research as required.  
- Gather data and prepare reports for more detailed analysis by senior executives.  
- Coordinate and undertakes booking of travel, catering, events, special functions and meetings as required.  
- Coordinate the administrative aspects of support services and helpline training/support sessions.  
- Coordinate and undertake purchasing of office supplies.  
- Undertake other duties, as required. |
| Selection Criteria         | Essential  
- Background in Health administration.  
- Outstanding ability to coordinate, prioritise and multi-task across a variety of administrative functions.  
- High level of self-organisation, including ability to meet deadlines and to adapt and adjust quickly in changing circumstances.  
- Highly competent user of MS Office (Word, Excel).  
- Skills in database management (preferably MS Dynamics).  
- Experience with preparing documents and reports following a template or style guide.  
- Experience with data collection and record-keeping.  
Desirable  
- Experience in a similar not-for-profit or charitable NGO environment.  
- Experience in a helpline environment.  |
| Other requirements         | At all times:  
- Conduct yourself in a professional manner.  
- Have exceptional interpersonal relationship skills and a positive attitude  
- Strive to act in accordance with the vision, mission and objectives of Butterfly and do all possible to assist Butterfly in achieving its aims.  
- Follow Butterfly’s policies and procedures. |
• Follow/participate in occupational health and safety measures.
• Act considerately around the workplace and have regard for the well-being of fellow staff, volunteers and our service users.
• It is a requirement of all positions at Butterfly that the person has a Working With Children Check clearance (pass) and Police check.
• All staff should be aware of and actively uphold the Butterfly values:
  • Compassion
  • Commitment
  • Collaboration
  • Initiative
  • Excellence
• Integrity Follow Butterfly’s policies and procedures.
• Follow/participate in occupational health and safety measures.
• Act considerately around the workplace and have regard for the well-being of fellow staff, volunteers and our service users.
• It is a requirement of all positions at Butterfly that the person has a Working With Children Check clearance (pass) and Police check.
• All staff should be aware of and actively uphold the Butterfly values

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**BUTTERFLY**

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<tr>
<th>Overview</th>
<th>Butterfly Foundation (Butterfly) is Australia’s national charity for eating disorders and body image issues, providing a voice for those affected and the people who care for them. Eating disorders are severe and complex mental illnesses with physical complications, and the medical, psychological, physical and social consequences can be long term and for many, life threatening.</th>
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<tbody>
<tr>
<td>Vision</td>
<td>All people in Australia can live free of eating disorders and negative body image.</td>
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<tr>
<td>Mission</td>
<td>We work to prevent eating disorders and body image issues from occurring, to ensure that the best possible treatments are available, and that appropriate care and support is there for those affected.</td>
</tr>
</tbody>
</table>
| Goals | **Reduce Stigma and increase help-seeking:**  
  • Listen to, amplify, and advocate for the voice of lived experience.  
  • Increase public awareness and understanding.  
  • Grow our digital presence.  

**Work to prevent eating disorders from developing:**  
• Deliver accessible evidence-based information and support.  
• Deliver and expand whole of school (5-18 years) based education.  
• Collaborate on innovative service offerings in universal prevention and early intervention.  

**Improve treatment and support:**  
• Establish evidence for residential treatment as a component of the eating disorder system of care in Australia.  
• Implement and evaluate programs and services which address gaps in care.  
• Assess gaps in the system of care and advocate for change to address them. |

Butterfly acknowledges Aboriginal and Torres Strait Islander people as Australia’s first people and traditional custodians.
Butterfly 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/.