

## POSITION DESCRIPTION

<b>Role Title</b>	Helpline Supervisor
<b>Reports to</b>	Clinical & Operations Lead
<b>Roles reporting into this role</b>	Counsellors
<b>Purpose of the Role</b>	<p>The purpose of the Helpline Supervisor role is to use their clinical knowledge and operational skills to provide oversight and lead the delivery of helpline shifts in a safe and effective manner.</p> <p>The position is responsible for providing clinical oversight, manage day-to-day operational responsibilities, and working with Helpline counselling team to ensure sound operations of the shift in line with Butterfly National Helpline clinical governance and operational policies. The position will provide direct assistance through live-monitoring and supporting counsellors for debrief, supervision and feedback on counselling practices.</p> <p>Additionally, this position will provide direct line management to a small team of Counsellors and providing induction and training to new helpline staff. The incumbent will also monitor, assist counsellors and/or manage crisis response during shift and to ensure follow-up actions and handovers are communicated to relevant Shift Supervisors and/or Clinical &amp; Operations Lead as required at end of shift. The position will require some on call roster support.</p> <p>The Butterfly National Helpline 1 800 ED HOPE team delivers online and telephone support to people with lived experience, their families, carers and health professionals. The service runs from 8am to midnight seven days a week, providing information, referrals, brief counselling and interventions via phone, email and webchat along with online carer education programs and online support groups.</p>
<b>Accountabilities and Responsibilities</b>	<p><b>Clinical</b></p> <ul style="list-style-type: none"> <li>• Provide clinical leadership to inform, guide and support Helpline Counsellors to the deliver evidence-informed, high quality and safe services during shift.</li> <li>• Through strong clinical knowledge, support Helpline Counsellors with clinical risk management in accordance with Helpline protocols and ,be responsible for clinical decision making, including escalation for crisis support during shift.</li> <li>• Participate in and facilitate handovers and provide on-shift debrief, and supervision and support to Helpline Counsellors.</li> <li>• Lead and participate in all relevant team meetings.</li> <li>• Participate in clinical case reviews and other continuous improvement activities with Clinical &amp; Operations Lead and Clinical Supervisor and ensure identified changes to risk management are implemented during shifts</li> <li>• Maintain, update and conduct regular contact plan reviews where they are allocated</li> </ul>

- Participate in the continuous improvement process with Clinical & Operations Lead and Manager as required.
- Monitor day-to-day risk management for Helpline, including providing support and to staff, and ensure timely completion of critical incident reports and escalation/handover in accordance with Helpline policies.
- Provide cover for Helpline service when needed, including responding to contacts and facilitating groups.
- Participate in professional development and maintain currency of professional knowledge and skills.

### Service delivery/Shift Management

- Provide and co-ordinate day-to-day support of Helpline Counsellors to ensure smooth operation of the shift and wellbeing of team members.
- Monitor dashboard and triage workflow and to ensure reasonable wait times, workflow and interaction volumes meets the key performance indicators for Helpline
- Ensure Counsellors on shift understand and comply with Helpline objectives, performance standards, and policies
- Provide accurate and relevant feedback and guidance to staff on shift in a timely, respectful and appropriate manner.
- Address clinical and performance issues pertaining to the staff on shift and provide timely communication with the relevant direct line Helpline Supervisor to address further performance related concerns as required.
- Conduct audits of counselling interactions each shift to ensure Deliver and oversee the quality of Helpline service delivery is within operational protocols and by conducting periodic reviews of counselling interactions and to provide coaching opportunities for Counsellors as required, ensuring service delivery aligns to Helpline clinical governance and operations guidelines and protocols.
- Contribute to Identifying and informing general Helpline trends, support data capture to inform Helpline strategy and reporting.
- Maintain counsellor attendance records, incident logs and other registers as required.
- Provide on the job training and support to new staff members on shift.

### Line Management

- Provide direct line management for a small team of Counsellors, including monitoring, evaluating, and managing performance to enable individual growth.
- Address staff performance issues in line with Butterfly performance review processes in consultation with Clinical & Operations Lead and/or Helpline Manager when required.
- Identify professional development knowledge needs of counsellors and collaborate support with Clinical & Operations Lead and Clinical Supervisor assist in the development and/or delivery of Professional Development for counsellors to monitor and evaluate application of acquired skills.

	<ul style="list-style-type: none"> <li>Any other duties consistent with the position were required by Clinical &amp; Operations Lead and Helpline Manager</li> </ul>
<p><b>Selection Criteria</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Qualifications in Psychology, Counselling, Social work, or other relevant mental health discipline and registration with a relevant professional body (e.g. AHPRA, AASW).</li> <li>Minimum of 2 years of working experience in service delivery to clients in mental health, with a preference of having worked with people with an eating disorder in counselling or other support role.</li> <li>A broad understanding of the mental health service system in Australia, including the range of professionals and services that work within the mental health sector and telehealth services</li> <li>Demonstrated knowledge and experience in mental health related helpline/digital mental health service environments.</li> <li>Knowledge and understanding of eating disorders and disordered eating, body image concerns for people with an eating disorder and their carers</li> <li>Demonstrated experience in delivery of online mental health programs and support groups.</li> <li>Demonstrated clinical and leadership experience including the provision of referral pathways and debrief in Mental Health settings.</li> <li>Clear understanding of professional boundaries, confidentiality, privacy principles and practices.</li> <li>Ability to work both independently and collaboratively with a team focus</li> <li>Proven track record in building and maintaining effective working relationships in a team environment</li> <li>Highly developed verbal and written communication skills and an excellent track record in building and maintaining effective working relationships with a range of stakeholders.</li> <li>Advanced computer skills, electronic recording systems and data management tools.</li> <li>Strong organisational skills including the ability to prioritise work, manage multiple tasks, competing priorities and meet deadlines.</li> </ul> <p><b>Desirable Skills/Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge and clinical experience in the assessment, diagnosis, and treatment of eating disorders, disordered eating, body image concerns, and co-morbid mental health conditions.</li> <li>Experience managing a multidisciplinary mental health team/service.</li> <li>A broad understanding of the eating disorders system of care within Australia.</li> <li>Experience in a similar not-for-profit and/or public health sector.</li> </ul>
<p><b>Other requirements</b></p>	<p><b>At all times:</b></p> <ul style="list-style-type: none"> <li>Conduct yourself in a professional manner.</li> <li>Have exceptional interpersonal relationship skills and a positive attitude</li> <li>Strive to act in accordance with the vision, mission and objectives of Butterfly and to do all possible to assist Butterfly in achieving its aims.</li> </ul>

	<ul style="list-style-type: none"> <li>• Follow Butterfly’s policies and procedures.</li> <li>• Follow/participate in occupational health and safety measures.</li> <li>• Act considerately around the workplace and have regard for the well-being of fellow staff, volunteers and our service users.</li> <li>• It is a requirement of all positions at Butterfly that the person has a Working With Children Check clearance (pass) and Police check.</li> <li>• All staff should be aware of and actively uphold the Butterfly values</li> </ul>
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## BUTTERFLY

<b>Overview</b>	Butterfly Foundation is the national charity for all Australians impacted by eating disorders and body image issues, and for the families, friends and communities who support them. Butterfly changes lives by providing innovative, evidence-based support services, treatment, and resources, delivering prevention and early intervention programs, and advocating for the needs of our community.
<b>Vision</b>	All people in Australia can live free of eating disorders and negative body image.
<b>Mission</b>	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.
<b>Values</b>	Compassion   Commitment   Collaboration   Initiative   Excellence   Integrity
<b>Goals and Priorities</b>	<p><b>Goal 1 – Reduce stigma and increase help seeking</b></p> <ul style="list-style-type: none"> <li>• Listen to, amplify, and advocate for the voice of lived experience</li> <li>• Increase public awareness and understanding</li> <li>• Grow our digital presence</li> </ul> <p><b>Goal 2 – Work to prevent eating disorders from developing</b></p> <ul style="list-style-type: none"> <li>• Deliver accessible evidence-based information and support</li> <li>• Deliver and expand whole of school (5-18 years) based education</li> <li>• Collaborate on innovative service offerings in universal prevention and early intervention</li> </ul> <p><b>Goal 3 – Improve treatment and support</b></p> <ul style="list-style-type: none"> <li>• Establish evidence for residential treatment as a component of the eating disorder system of care in Australia</li> <li>• Implement and evaluate programs and services which address gaps in care</li> <li>• Assess gaps in the system of care and advocate for change to address them</li> </ul> <p><b>Enabler 1</b> - Improve and maintain high employee engagement  <b>Enabler 2</b> - Diversify funding sources  <b>Enabler 3</b> - Strengthen government relations  <b>Enabler 4</b> - Improve operational effectiveness (systems &amp; processes)  <b>Enabler 5</b> - Maintain and improve service excellence  <b>Enabler 6</b> - Embed diversity and inclusion principles across the organisation</p>

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/>.

