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POSITION DESCRIPTION

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| Role Title | **Manager, Recovery Support Services** |
| Reports to | Head of Clinical and Support Services  |
| Roles reporting into this role | Eating Disorders Coordinator  |
| Purpose of the Role | The primary purpose of the role of National Manager, Recovery Support Services (NM, RSS) is to lead Butterfly's national support services ensuring that the services are delivered in an ethical, safe, and effective manner.The position involves managing service operations, development of new and existing programs in line with Butterfly clinical and corporate governance frameworks. The position will be required to take a lead role in safety and quality monitoring and reporting of the RSS in line with Butterfly clinical governance framework. The role will take the lead in development and implementation of appropriate policies and procedures, and continuous improvement processes within the RSS team.The position is also responsible for the effective and efficient management of human, administrative and financial resources of this service, including contractual reporting and budget management.The position will implement improved referral pathways, continuum of care processes, communications and collaboration with internal and external stakeholders, including building new partnerships and networks. The position will represent Butterfly at external events and in the media as required.Butterfly Recovery Support Services consists of the National Manager Recovery Support Services, Local Eating Disorders Coordinators, a shared-administrative assistant, peer workforce and sessional staff (from time to time). The National Manager RSS will ensure that the Butterfly Support Services are fully integrated with other Butterfly programs, particularly the National Helpline and Treatment programs. |
| Accountabilities and Responsibilities | Service Delivery and Management* + Provide leadership to inform and guide the delivery of high-quality eating disorder support services in line with Butterfly Clinical governance framework, service delivery standards in line with relevant accreditation standards, and agreed targets and budget.
	+ Recruit staff, review and report on staff performance, ensuring that staff develop and maintain required skills commensurate with their role.
	+ Manage resources, waitlists and staff rosters in a flexible and efficient manner to ensure uninterrupted and high­ quality service delivery, in line with contractual obligations.
	+ Ensure comprehensive supervision, training and professional development opportunities are established and maintained within the team.
	+ Effectively manage personnel and financial resources through appropriate planning, monitoring and allocation to achieve required outcomes and deliverables for the various programs.
	+ Ensure RSS programs are evidence-based and in line with best practice support services, incorporating latest knowledge and research advances in eating disorders.
	+ Ensure RSS programs meet appropriate professional standards and achieve all specified project objectives.
	+ Monitor day-to-day risk management for RSS and maintain appropriate registers for incident reporting and management.
	+ Participate in professional development and maintain currency of professional knowledge and skills.
	+ Participate in the delivery of group programs, facilitate support groups, provide counselling and psychoeducational programs, in line with program needs.
	+ Such other requirements as may be reasonably requested, for the management and implementation of Recovery Support Services.

Service Evaluation and Quality Improvement* Maintain robust policies and procedures to underpin consistent service delivery including development of new and/or reviewing existing procedures and documentation where required; and ensuring documentation and staff training are updated to reflect any changes in procedure.
* Ensure that high standards of record keeping are maintained such that accurate notes are recorded, file audits completed, and all participant files are stored in line with legislative requirements and organisational policies and procedures.
* Ensure effective monitoring, robust data collection, analysis and interpretation of outcome measures for service evaluation and reporting purposes.
* Ensure accurate reporting on service performance, safety and quality monitoring and reporting to Butterfly Head of Clinical and Support Services, Butterfly Senior Leadership Team, Butterfly Safety and Quality Committee, and other key stakeholders as required.
* Oversee the implementation of changes based on findings of service evaluations.
* Implement and coordinate processes for continuous quality improvement, Information Management, and adherence to Work Health & Safety requirements.
* Monitor feedback including complaints and incidents and investigate where appropriate in line with organisational policies.
* Monitor and report on service performance against agreed targets, including oversight of data collection for performance measurement and project evaluation.
* Provide training, oversight and supervision to staff in data collection for performance monitoring and service evaluation.

Service Development* + Identify and advise Butterfly Head of Clinical and Support Services on strategic opportunities for Butterfly support programs and services.
	+ Contribute to service development through the development of new service models, and associated grant writing or funding submissions.
	+ Identify opportunities for Butterfly to leverage cross-program strengths to take advantage of new opportunities and address organisational challenges.
	+ Provide leadership in the review of current programs, and development and implementation of new projects and initiatives.
	+ Ensure that current and new programs align with the short- and long-term strategic objectives and business plans of Butterfly.
	+ Develop recommendations for increasing awareness and visibility of Recovery Support Services.
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| Selection Criteria | Essential* + Postgraduate qualifications in psychology, counselling, psychotherapy or social work and registration with a relevant professional body.
	+ Substantial experience in a clinical or case management environment, including delivery of group programs, in the context of mental health services.
	+ Experience with data collection, analysis, interpretation and service evaluation for safety and quality monitoring.
	+ Proven ability in the effective leadership and management of staff including the ability to supervise multidisciplinary staff, motivate and foster the development of a team approach.
	+ Experience in management of service delivery, including development and implementation of appropriate documentation, record keeping, policies and standards.
	+ Demonstrated experience in managing and reporting on funded projects including reporting to contractual KPls.
	+ Excellent communication and interpersonal skills, with the ability to consult, liaise, maintain good relationships with a wide range of professionals and community groups.
	+ Clear understanding of professional boundaries, confidentiality and privacy principles and practices.
	+ Ability to undertake some inter-state travel and out of hours work.

Desirable* Clinical qualification such as a postgraduate master's qualification in psychology or related field would be highly regarded.
* Professional experience in the field of eating disorders with an excellent understanding of eating disorders and disordered eating, body image and related issues and of their impact both on the individual experiencing the issue and on their families, friends, partners and other carers.
* A broad understanding of the eating disorders system of care within Australia.
* Experience in the preparation of grants, submissions and reports in a non-profit environment.
* Experience in a similar not-for-profit and/or public health sector.
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| 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 to do all possible to assist Butterfly in achieving its aims.
* Follow Butterfly’s policies and procedures.
* Adhere to Butterfly’s Child Safe Policy and contribute to a culture of child safety
* 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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| Overview | 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. |
| Vision | All people in Australia can live free of eating disorders and negative body image. |
| Mission | 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. |
| Values | Compassion | Commitment | Collaboration | Initiative | Excellence | Integrity |
| Goals and Priorities | **Goal 1 – 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

**Goal 2 – 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

**Goal 3 – 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

**Enabler 1 -** Improve and maintain high employee engagement**Enabler 2** - Diversify funding sources**Enabler 3** - Strengthen government relations**Enabler 4** - Improve operational effectiveness (systems & processes)**Enabler 5** - Maintain and improve service excellence**Enabler 6** - Embed diversity and inclusion principles across the organisation |

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://butteffly.org.au/who-we-are/reconciliation-inclusion/>.