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POSITION DESCRIPTION

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| Role Title | Head of Clinical and Support Services |
| Reports to | CEO |
| Roles reporting into this role | Helpline Manager, RSS Manager |
| Purpose of the Role | The Head of Clinical and Support Services is responsible for the strategic leadership and clinical governance of clinical programs and support services across the breadth of the Butterfly Clinical and Support Services portfolio (excluding the Wandi Nerida residential facility).  This position will be responsible for change initiatives, and for the safety and quality of all Butterfly clinical and support programs, operating in accordance with relevant professional codes of ethics and professional standards.  The role requires a senior and experienced clinician with a track record of service delivery.  The role will:   * Promote a culture through all levels of the organisation that places quality, safety and continuous improvement as something that all staff across all positions own and embrace. * Lead the Butterfly Clinical Services Team to deliver high quality care and ensure a process of continuous improvement. * Review and implement appropriate safety and quality standards (including the National Safety and Quality Digital Mental Health Standards) to ensure there are robust practice and clinical systems across the organisation to ensure the delivery of high quality eating disorder services. * Work to stay abreast of changing models of care in the eating disorders area and work collaboratively with Federal and State Governments to influence decision making in the best interests of Australians living with an eating disorder. * Be Butterfly’s public voice on matters of clinical importance in the eating disorders and body image.   Reporting to the Chief Executive Officer, this position is part of the Senior Leadership Team (SLT). The SLT has the role of providing key leadership support to the CEO. The SLT contributes to the development of Butterfly’s strategic goals and objectives, and assists with the continuing growth and development of Butterfly as a high performing community-based support organisation, quality services provider, leader in advocacy and peak body for people affected by eating disorders. |
| Accountabilities and Responsibilities | Strategic and Organisational Leadership   * Contribute to building targeted, strategic alliances and partnerships with other local service providers to improve health outcomes within relevant communities, and to promote Butterfly clinical programs and support services and the Butterfly mission. * Create, foster and promote a high performing and caring culture. * Contribute clinical specialist expertise to project teams and committees (both external and internal) as required, sharing knowledge in a timely and responsible manner. * Contribute to Butterfly strategic and business planning, including:   + Developing effective business plans.   + Advising on and developing new clinical programs and projects as required.   + Effective management of funding contracts and agreements.   + Sound management of resources (staff/financial), to ensure that the resources available are used to deliver the greatest good to the greatest number of patients/clients.   People Leadership   * 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 and patients/clients as well as external stakeholders. * Ensure Butterfly clinical and support services staff are managed optimally through:   + Effective and regular clinical supervision, consistent and continuous performance review and feedback.   + Support for appropriately targeted professional development.   + Ensuring appropriate levels of staffing at all times.   + Adherence to the relevant quality standards * 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.   Clinical Leadership, Governance and Quality Management   * In conjunction with the Service Leaders, take the primary leadership role for Butterfly’s clinical programs and support services. * Demonstrate and role model ethical practice and principled decision making in both clinical and non-clinical areas, including fulfilling all responsibilities of this role in accordance with Butterfly Foundation values, the Staff Code of Conduct, and the Australian Psychological Society’s Code of Ethics. * Ensure robust and effective systems, processes and service standards, creating and maintaining an environment that supports clinical excellence, through developing and following:   + A culture of risk awareness and ‘safety first’, with risk management strategies and processes embedded into work practices.   + Quality systems, standards and procedures.   + Work health and safety policies and procedures, including patient safety   + Clinical incident processes, ensuring that all incidents, complaints and patient safety activities are recorded, reported at an appropriate level and that learning from any incidents is actioned and shared widely.   + Procedures for seeking and responding to consumer and carer feedback.   + Continuous system and process improvement. * Ensure compliance with all relevant federal and state legislation and regulations, including those relating to privacy and confidentiality. * Ensure Butterfly meets all relevant state and national quality and safety accreditation requirements. * Ensure high quality and timely clinical and non-clinical documentation and management of information whether paper-based or enabled by information technology. * Support and / or undertake program evaluation, within any framework specified by the Butterfly Foundation and/or the Clinical Advisory Committee and subject to Ethics Approval. * Where necessary undertake clinical lead responsibilities, including on call, provision of patient care, liaison with other eating disorder programs, specialists and referring hospitals, and maintaining appropriate records and confidentiality. * Provide expert consultation and advice directly to patients within scope of clinical practice, as well as within the organisation as required. * Assist with other duties as may reasonably be directed by the Chief Executive Officer. |
| Selection Criteria | Essential   * Senior mental health clinician (e.g. psychologist, psychotherapist, social worker, dietitian, PACFA/ACA registered counsellor), with relevant Australian health or allied health professional registration (AHPRA, AASW, PACFA, ACA, DAA or equivalent). * Significant (7+ years’) experience in the treatment of and service delivery to clients with complex mental health problems, including at least 4 years’ experience of service delivery to clients with eating disorders; across a range of populations including adults, children and young people. * An advanced clinical knowledge of eating disorders, disordered eating and body dysmorphia as well as co-morbid mental health conditions. * Ability to provide expert clinical supervision in both individual and group settings. * 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 patients and their carers. * Strong clinical supervision experience, both individual and group, combined with proven experience in the development of clinical policy and procedures. * 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 high level people management skills, including emotional intelligence, interpersonal, communication and negotiation skills, demonstrated in a professional staff environment.   Desirable   * Experience managing high risk projects and senior stakeholder engagement. * Project management experience, including ensuring projects are meeting KPIs and monitoring client outcomes, reporting and acquittals. * Competence in clinical problem solving at an advanced level. * Approval by the Psychology Board of Australia to supervise psychologists who are preparing for clinical registration would be well regarded, though not essential. * Experience working with quality standards including the National Safety and Quality Health Service (NSQHS) Standards and the recently created National Safety and Quality Digital Mental Health Standards. * Experience in a similar not-for-profit or charitable NGO 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 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 |

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/>.