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POSITION DESCRIPTION

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| Role Title | Clinical Supervisor, Butterfly National Helpline |
| Reports to | Manager, Butterfly National Helpline |
| Roles reporting into this role | N/A |
| Award and Classification | Health Professional and Support Services Award 2010, Health Professional Level 3 |
| Purpose of the Role | The purpose of this position is to train, monitor and support practitioners to ensure they deliver safe, high-quality practice. This will entail providing clinical supervision, including clinical skills training, competency based and constructive feedback on skills evaluation of competencies and providing training activities aligned with Butterfly’s values with respect to professional practices and ethics. |
| Accountabilities and Responsibilities | Supervision   * Provide regular and ongoing clinical supervision to the Helpline Team and Recovery Support Services by ensuring knowledge sharing, facilitation of learning and development of skills through provision of feedback and support. * Provide supervision, support, and feedback to staff around all aspects of clinical practice, including reviewing record keeping, webchats, emails, and phone counselling recordings. * Appropriately manage the supervision process, giving constructive and supportive feedback and identify ways to develop clinician competencies when required. * Working within the clinical governance framework and tailor supervision to suit the developmental needs the clinician. These may include:   + Point of interaction supervision   + Clinical Teaching   + Clinical student placements   + Buddying: clinical support for new staff during transition to the work environment   + Group Supervision * Ensure all team members have access to regular supervision at a level appropriate to their qualifications and experience. * Coordination of group supervision, professional development, and peer supervision across Butterfly Clinical Services.   Consultation and Reporting   * Communicate regularly and effectively with the Clinical and Operational Lead and Manager, National Helpline around outcomes and ensure appropriate escalation occurs in line with Quality and Risk processes. * Maintain confidentiality of supervision process and escalate concerns to the Manager around clinical performance and competencies in a timely manner.   Team Learning Responsibilities   * Coordinate or provide staff training in evidence-based practices, taking into consideration adult learning principles. * Identify staff learning requirements and suggest or provide training to develop skills and knowledge. * Provision of induction training on clinical component for new Helpline staff.   Administration   * Maintain database/computer-based diary management system to enable effective and informed supervision bookings. * Understand and meet legislative and funding requirements including collecting and recording statistical data relevant to your role. * Conduct regular clinical case reviews and audit, review and update clinical policies as required for Helpline to ensure adherence with accreditation and Digital Mental Health Standards.   Service Provision   * Contribute and provide clinical expertise, insights and consultation to internal Butterfly staff, external community stakeholders and professional bodies through training, webinars and presentations, including media requests as required. * Provision of single or short-term clinical interventions/case management/consultations for service users and relevant stakeholders as required. |
| Selection Criteria | Essential   * Postgraduate qualifications in Psychology, Social work, or other relevant mental health qualifications and registration with a relevant professional body (e.g. AHPRA, AASW, PACFA). * Substantial postgraduate experience in treatment settings working with clients with complex mental health problems, * Demonstrated an understanding of short-term counselling support model, clinical intervention and case management. * Demonstrated clinical experience in the assessment, diagnosis, and treatment of eating disorders, disordered eating, body image concerns, and co-morbid mental health conditions. * Experience in supervising allied health staff, peer workers and students and ability to maintain a strong supervisory alliance. * Commitment to the purpose of supervision in an ethical and professional manner. * Knowledge of and ability to apply best practice models for clinical supervision and to apply evidence-based practices relevant to our services * Demonstrated experience in assessment, evaluation and management of complex cases involving ethical dilemmas and duty of care matters, risk assessment, child safety and domestic and family issues * Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, people with disabilities and people of diverse bodies, genders and sexualities). * Highly developed interpersonal and communication skills, both written and verbal.   Desirable   * Experience in a similar not-for-profit or charitable NGO environment. * Formal qualifications in Supervision - Psychology Board Australia Approved Supervisor or other supervision training program. * Certificate IV Workplace Training and Assessment. |
| 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. * 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 (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. |
| 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. |
| 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. |
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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/>.