

POSITION DESCRIPTION

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 support practitioners in their delivery of safe, high-quality services. This will entail providing individual and group clinical supervision, clinical skills training, competency based feedback, and team training activities aligned with Butterfly's values and services and industry professional practice standards.
Accountabilities and Responsibilities	<p>Clinical Supervision</p> <ul style="list-style-type: none"> • Provide and coordinate regular and ongoing individual and group clinical supervision to the Helpline team and other Butterfly staff as relevant, including relevant knowledge sharing, learning opportunities, skill development and provision of feedback and support. • Provide supervision in line with evidence informed, contemporary clinical supervision frameworks aligned to Butterfly services, policies, procedures and values. • Ensure appropriate informed consent is obtained and recorded for all supervisees. • Provide supervision, support, and feedback to staff around all aspects of clinical practice, including reviewing record keeping, webchats, emails, and phone counselling recordings as relevant. • Appropriately manage the supervision process, giving constructive and supportive feedback and identify ways to develop clinician competencies. • Ensure all team members have access to regular supervision at a level appropriate to the supervisee's professional developmental needs, qualifications and experience. <p>Consultation and Reporting</p> <ul style="list-style-type: none"> • Communicate regularly and effectively with the Clinical Operations Lead and Helpline Manager around deidentified or individual themes, and ensure appropriate escalation occurs in line with Quality and Risk processes. • Maintain appropriate confidentiality of supervision process and escalate any clinical practice or ethical concerns to the Helpline Manager in a timely and sensitive manner. • Support the Helpline Manager as relevant to contribute 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. <p>Team Learning Responsibilities</p> <ul style="list-style-type: none"> • Support the Helpline Manager in coordinating or providing staff training in evidence-based practices, taking into consideration adult learning principles. • Identify staff learning requirements and suggest, research or provide training to support team professional development in line with relevant Butterfly services. • Provision of induction training on clinical component for new Helpline staff, including medical and suicidal risk assessment and management.

	<p>Administration</p> <ul style="list-style-type: none"> • Maintain computer-based diary management system to enable effective and efficient supervision bookings. • Contribute to the development and maintenance of effective systems to ensure visibility for the Helpline Supervisor (HS) team around supervision bookings to assist HS's manage the flow of shifts. • Maintain supervision records in line with Butterfly policies and processes, as well as legislative and professional requirements regarding record keeping. • Understand and meet legislative and funding requirements including collecting and recording statistical data relevant to your role. • Support the Helpline Manager to review and update clinical policies and documents as required to ensure adherence with accreditation and Digital Mental Health Standards.
<p>Selection Criteria</p>	<p>Essential</p> <ul style="list-style-type: none"> • 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 professionals 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 Butterfly services. • Demonstrated experience in assessment, evaluation and management of complex cases involving ethical dilemmas and duty of care matters, suicidal and medical risk assessment, child safety and domestic and family violence. • Demonstrated experience in engaging proactively with and supporting vulnerable client groups including Aboriginal & Torres Strait Islander people, people with Culturally and Linguistically Diverse backgrounds, people with disabilities and people of diverse bodies, genders and sexualities. • Highly developed interpersonal and communication skills, both written and verbal. • Capacity for some flexibility with hours to provide supervision in accordance with the Helpline roster and staff availability. <p>Desirable</p> <ul style="list-style-type: none"> • Willingness to provide on call support to the Helpline team on occasion. • 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.
<p>Other requirements</p>	<p>At all times:</p> <ul style="list-style-type: none"> • Conduct yourself in a professional manner. • Have exceptional interpersonal relationship skills and a positive attitude

	<ul style="list-style-type: none"> • 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
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BUTTERFLY

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