

Position Description

Care Navigator

Eating Disorder Access Trial



Butterfly
Foundation for Eating Disorders

MISSION STATEMENT

The Butterfly Foundation (Butterfly) is Australia's largest not for profit organisation dedicated to supporting people with eating disorders and negative body image and the people who care for them.

VISION

To live in a world that celebrates health, well-being and diversity.

MISSION

The Butterfly Foundation is dedicated to bringing about change to the culture, policy and practice in the prevention, treatment and support of those affected by eating disorders and negative body image.

VALUES

Compassion | Commitment | Collaboration | Initiative | Excellence | Integrity

OBJECTIVES

In using a collaborative approach to identify, build and facilitate strategic partnerships, to:

- Promote positive body image and associated healthy behaviours;
- Encourage hope and help-seeking through education and awareness;
- Advocate excellence and consistency in the culture of care and support for people with eating disorders, and encourage a better understanding of the complexities of eating disorders and the need for a compassionate, flexible and holistic response;
- Educate and connect the community, health providers, government and other support agencies to assist in excellence and consistency in the culture of care;
- Facilitate the development of effective models of prevention and care for people at risk of or with eating disorders;
- Operate a financially sustainable national foundation for future generations;
- Increase access for all people with lived experience of an eating disorder and carers in Australia to effective treatment and support; and
- Ensure that everyone in the Butterfly team feels recognised for their skills and experience, is fully engaged and supported in making their contributions and that the organisation is providing opportunities for professional growth and development.



1. Purpose of the Role

The primary purpose of the role of the Care Navigator - Eating Disorder Access Trial is to support local people living with Eating Disorders to identify and realise their own health goals and empower people to better manage their health and wellbeing through access to the federally funded Sunshine Coast Eating Disorder Access Trial (SCEDAT).

The care navigator will need to engage with GPs, local services, community, community support and carer groups for referrals and to link people to appropriate care services. They will need to support people on-boarding into the trial through referral and triage processes and coordinate care to support them throughout the trial by assisting clients and treatment teams to develop health goals and implement action plans to achieve these goals. They will need to adopt a strengths-based approach and be able to think creatively to overcome potential barriers.

Reporting to the Project Team Manager, the ED Care Navigator will be based with the **Eating Disorder Access Trial Project Team on the Sunshine Coast** and will work as part of an integrated project team including an Eating Disorder Recovery Consultant, Clinical Training Coordinator and Project Manager.

2. Accountabilities & Responsibilities

Care Navigation & Administration:

- Engage in referral practices and contact nominated treatment teams assigned to clients of the trial.
- Monitor client progressive reports and collate client data as required.
- Participate in the access and intake system, answering phone calls and enquiries, screening and assessing needs, prioritising and making appropriate follow up appointments and referrals.
- Conduct on-going review of case data to identify treatments not progressing or with missing data.
- Ensure proactive engagement with Artius and other referral channels, clinical practices, or participants to understand issues and resolve accordingly.
- Escalate requests including relevant documentation to members of the Trial Team and the Trial Clinical Expert Advisory Group when appropriate.
- Maintain existing data sets for compliance and accuracy.

3. Selection Criteria

To be successful in this position, the post-holder will need to be able to demonstrate the essential qualifications, skills and knowledge listed below. In addition, the desirable skills, knowledge and behaviours listed will be beneficial to success in this position.

Essential

- Mental Health Clinician (E.g. psychologist, social worker, counsellor, mental health nurse etc.) and hold tertiary qualification in a relevant health discipline.
- Experience of delivery of services where the overarching aim is to coordinate and better integrate care for the individual across multiple providers with the aim of improving outcomes.

- Understanding of the mental health system and associated challenges, with skills in clinical care coordination/outreach liaison including how to get things done from a clinical administration perspective.
- Experience of client management and with proven ability to relate to patients and carers.
- Knowledge of mental health services and providers in the Sunshine Coast Eating Disorder Access Trial geography.
- Excellent influencing and communication skills, written and verbal.
- Strong computer skills, attention to detail, time management and prioritisation skills.

Desirable

- Hold professional registration with relevant peak body, (AHPRA, ACA/PACFA, AASW etc.)
- Experience in a similar not-for-profit or charitable NGO environment.
- Flexibility to adjust to changing circumstances.
- Willingness to go the extra mile.
- Driven to continually extend own learning and development.
- The desire to make a difference.

4. Other Requirements

- All employees are expected to:
 - Conduct yourself in a professional manner.
 - 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).
- This position requires that the Employee is registered and submits proof of registration with a recognised health/allied health professional body on commencement of the position; and that the Employee undertakes to keep Butterfly informed of any changes to their registration.
- This position is expected to have the ability to eat in a healthy, relaxed, flexible manner in the company of others, and to model an appropriate relationship with food.

5. Diversity Statement

Butterfly acknowledges the 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, lifestyle choice, faith, age, sexual orientation and gender identity.