Position Description

Butterfly Outpatient Treatment Programs- Clinical Support Officer
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 & 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.

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 Butterfly Foundation is committed to providing high quality evidence-based support and counselling to anyone who is affected by eating disorders and body image issues and those who care for them.

The Butterfly Foundation’s Outpatient Treatment Programs represent a different approach to eating disorder treatment in Australia. Their unique approach includes:

- Belief that eating and exercise disorders are illnesses which, when treated correctly, can result in full recovery, where the individual can resume a normal healthy relationship with food and activity.
- Being able and willing to practise ‘truth without judgement’ - i.e. being honest with clients and challenging them without any negativity or judgment.
- Belief that, in healing eating and exercise disorders, we must engender purpose and meaning in our clients' lives.
- Belief that focusing on eradicating the disorder is not enough. We must help clients find things to replace the disorder, motivating them to get better in order to enjoy what life has to offer.
- Being able and willing to ‘bring oneself’ openly and flexibly to the therapy room.

There are two Butterfly outpatient treatment programs at Butterfly House, Crows Nest.

1. Butterfly’s Intensive Outpatient Program (IOP) - The Butterfly Intensive Outpatient Program (IOP) is a treatment program inspired by the work of Carolyn Costin. The program has been developed for people with busy lives who are in need of extra support with their eating disorder. It is also suitable for those who have recently been discharged from an inpatient or day program. The IOP aims to empower each person's healthy self and instil a strong belief in the hope of recovery.

2. Butterfly’s Outpatient Program for Young People – Butterfly’s Youth Program has been designed for 14 to 24 year olds who have the early signs and symptoms of an eating disorder and/or disordered eating. It is a 10-week group therapy treatment program that addresses core psychological and physiological factors of an eating disorder. The primary treatment approach is CBT-E, as developed by Christopher Fairburn.

The team comprises of the Clinical Manager, three therapists, and a Clinical Support Officer. It is supported by consultants in relevant specialist disciplines including dietetics. The position of Clinical Support Officer reports to the National Manager Clinical and Support Services.

The team has responsibility for delivering the Butterfly IOP and Youth Program and, in doing so, to create a safe, supportive and recovery-focused environment for people experiencing an eating disorder and their families and support structures, in order to empower them to work towards recovery. The team is responsible for providing meal support, group therapy and psycho-education to people experiencing eating disorders and their families, for ensuring that all clients are effectively care managed by professionals in the community and for imparting relevant information pertaining to eating disorders and issues relating to disordered eating, body image and other relevant concerns. This includes being able to offer appropriate referrals when necessary.
2. **Accountabilities & Responsibilities**

- Provide administrative support to the Clinical Manager in maintaining client and program records, data and correspondence.
- Manage any program waitlists and ensure clinical staff are maintaining regular contact with those awaiting admission to the program.
- Assist the Clinical Manager and National Manager in arranging events and presentations.
- Support therapists in preparing program sessions including set up and pack down of group space in Butterfly House as required.
- Maintain database and accompanying documentation of suitable health professionals, schools and other potential referral sources for the program.
- Actively process phone and email enquiries and contacts from program alumni and arrange contact with program staff when required.
- In liaison with the Finance Officer, undertake financial administration for clients participating in the programs.
- Collate and analyse feedback from participants and stakeholders as part of ongoing evaluation and quality improvement process.
- Assist in contacting staff to ensure programs have full cover for times of staff annual leave and sick leave.
- Attend and actively contribute to staff and treatment program team meetings as requested by the Clinical Manager or National Manager.

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 Skills/Knowledge**

Candidates must possess the following skills, education and/or knowledge:

- Bachelor degree qualifications in health sciences, health administration, marketing, communications or a similar discipline (with experience in health).
- Experience in undertaking administrative tasks including data collection, client record keeping, managing financial logs and report writing.
- Comprehensive understanding of eating disorders and their impact on those with a lived experience, their families, friends, partners, other carers, and professionals involved in their care.
- Well-developed interpersonal and communication skills with an ability to quickly build rapport and relate sensitively to people from a wide range of backgrounds and experiences in a customer or client-centred environment.
- A clear understanding of professional boundaries, confidentiality and privacy principles and practices.
- Excellent time management skills with an ability to be autonomous and self-manage schedules and priorities to meet deadlines.
- Competent computer skills with experience in word processing, spreadsheets and databases.
Desirable Skills/Knowledge

- Experience in a not-for-profit environment.
- 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

At all times:

- 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).
- If applicable, it is a requirement that all clinically qualified employees submit proof of registration with a recognised professional body on commencement with Butterfly and undertake to keep Butterfly informed of any changes to their registration.

Values

All staff should be aware of and actively uphold the Butterfly values:

- Compassion
- Commitment
- Collaboration
- Initiative
- Excellence
- Integrity