

Position Description

Supervising Counsellor,
Butterfly National Helpline
1800 ED HOPE



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 & 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 sufferers 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 this role is to provide high quality evidence-based support and counselling to anyone who is affected by eating disorders and body image issues, within a safe, supportive and recovery-focused environment, in order to empower them to work towards recovery.

This role will also provide referrals and information to the public regarding treatment options, eating disorder specific practitioners and treatment centres.

The Butterfly National Helpline 1800 ED HOPE team delivers online and telephone support to people with lived experience, their families, carers and health professionals. The service will run from 8am to 12pm, Mondays to Sundays from early 2018, and includes phone and email counselling and referrals, a one-on-one, secure, live chat web-counselling service, web-based support groups, and online family/carer training programs.

The total Butterfly National Helpline 1800 ED HOPE team consists of the Manager, Butterfly National Helpline 1800 ED HOPE, plus a staff of counsellors and supervising counsellors, working in four shifts each day.

Through telephone, email, webchat, and online support groups and programs this role will directly provide support and counselling to people with lived experience of an eating disorder and carers, and impart relevant information about eating disorders, disordered eating, body image concerns and related issues to people with lived experience of an eating disorder, family members or carers and friends of people with lived experience of an eating disorder, teachers and concerned members of the community.

Regular supervision is provided and the team meets every six weeks on a Saturday for professional development. Counsellors must commit to attending and actively participating in these team meetings. This role reports to the Manager, Butterfly National Helpline 1800 ED HOPE. All Butterfly's clinical programs are overseen by the National Manager, Clinical and Support Services.

2. Accountabilities & Responsibilities

General

- Direct provision of counselling and support, general information about eating disorders and advice to people with lived experience of an eating disorder, family members or carers and friends of people with lived experience of an eating disorder, teachers, health and community professionals and other concerned members of the community, via:
 - Telephone.
 - Email.
 - Web-based live chat.
 - Web-based support groups.
- Liaise directly with health service practitioners and emergency services where necessary.
- Direct provision of referrals and information to health professionals and the public regarding evidence-based treatment options.
- Collect accurate data and up-to-date case records of all phone, email, web-based and face-to-face counselling interactions.
- Where needed, facilitate or assist with web-based support groups for people with lived experience of an eating disorder, their adult carers and their siblings.

- Maintain and update Butterfly’s eating disorders service referrals/resources database, including researching and compiling additional eating disorders practitioner information to be added to the database.
- Undertake general administrative tasks as required to promote the service, maintain databases, support service resources and records.
- Assist with the review and update of fact sheets, tip sheets, website resources and other resource information as required.
- Participate in training, informal and formal, and undertake professional development as required.
- Demonstrate a clear understanding of professional boundaries, confidentiality and privacy principles and practices.

Supervisory

- Regularly monitor staff performance by listening to calls, reviewing emails, webchats and any other relevant work.
- Identify staff learning and development needs and implement training plans to address these needs.
- Provide accurate and relevant feedback and guidance to staff in a timely, respectful and appropriate manner.
- Set and communicates clear directions and expectations to employees.
- Demonstrate open and clear communication with all staff, in particular the Helpline Manager.
- Decide and implement appropriate action to manage problems or issues that arise and appropriately inform and liaise with the Manager around these issues.
- Determine need for intervention and intervene when necessary in contacts where significant risk or complexity is indicated.
- Work independently on assigned tasks and completes these in required time frame.
- Work collaboratively and harmoniously with supervising counsellor team and Helpline Manager.
- Demonstrate initiative with bringing matters of concern or importance to the Manager.
- Regularly meet with the Supervising Counselling Team, including occasionally being available for meetings outside set rostered times.

3. Qualifications, Skills and Knowledge

To be successful in this position, the post-holder will need to be able to demonstrate the values, and 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

- Qualifications: Minimum - master’s degree in psychology, counselling or social work.
- Full or Provisional registration as a psychologist; or full registration as a counsellor or psychotherapist with PACFA or ACA; or a degree certified social worker.
- An excellent understanding of eating disorders and disordered eating, body image and related issues and of their impact both on the individual experiencing the issue and on their families, friends, partners and other carers.
- Ability to demonstrate evidence of application of best practice principles for the counselling and support of people with eating disorders.
- Direct experience of working with people with an eating disorder in a counselling or support role.
- An understanding of the nature of supportive counselling and of the difference between short-term supportive counselling and longer term therapeutic counselling.

- A good understanding of other mental health conditions commonly co-morbid with eating disorders (e.g. depression, anxiety, obsessive-compulsive disorder) and an ability to provide counselling, support and further referrals with respect to these areas.
- Ability to relate to people in distress, adapt to changing circumstances and to respond quickly and competently in the event of a crisis contact (e.g. suicide ideation, self-harm, medical emergency).
- Direct experience of providing clinical leadership and mentoring to staff including appropriately sharing relevant knowledge and experiences with the team.
- Excellent interpersonal, communication, organisational and time management skills.
- Ability to show initiative and work independently on assigned tasks whilst also having the ability to work collaboratively, harmoniously within a team.
- A commitment to and passion for working in the field of eating disorders in addition to the ability to thrive in a team environment.

Desirable

- Prior experience providing clinical leadership in an eating disorder treatment or support context.
- Prior experience working on a counselling helpline or in a support situation in a similar environment.
- Experience in web-based counselling, and a good understanding of the intricacies of online communication and etiquette.
- Experience in support group facilitation; direct experience as a group facilitator for an eating disorder support group or other peer support/self-help group operating within a community health framework.

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).
- It is a requirement of Butterfly that all employees have a valid and current national police check/Criminal History Check.
- 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

