

Position Description

Support Services;
Counsellor

Agreement

Signed – Manager

Date

Signed – Employee

Date



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

- 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 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.
- Ensure that everyone in the Butterfly team feels recognised for their skills and experience, are fully engaged and supported in making their contributions and that the organisation is providing opportunities for professional growth and development.



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1. Overview 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. For three years The Butterfly Foundation has been providing telephone and email counselling via the National Support Line, delivered from Butterfly House in Sydney. In addition Butterfly delivers sufferer and family support groups in NSW, and a low-cost consultation service providing supportive counselling and information, also delivered from Butterfly House. Other clinical initiatives are expected to start in 2013 from Butterfly House.

The Butterfly Support Services team will deliver the National Telephone and Web-based Counselling Support Service (Eating Disorders Teleweb) as well as assist with other Butterfly Support Services. The Eating Disorders Teleweb is an expansion of the current National Support Line. The expanded service will run from 8am to 9pm, Mondays to Fridays, and will include a one-on-one, secure, live chat web-counselling service, web-based support groups, online family/carer training programs and other psycho-education services.

The Butterfly Support Services team consists of the Support Services Manager, plus two teams of 2.0 FTE counsellors and 1.0 FTE interns, (early shift and late shift). Each counselling team will include an experienced psychologist. The internship positions may be filled by fourth or fifth year psychology students or counselling students or provisional psychologists /qualified counsellors. Internships are unpaid for the first year, and where there is a vacancy will lead to a short term paid counsellor position (six months to one year) following the unpaid year.

Butterfly Support Services are overseen by the National Manager, Support, Education and Collaboration, who is also the Project Manager for the implementation of the Eating Disorders Teleweb.

This role has responsibility for rapidly creating a safe, supportive and recovery-focused environment for eating disorder sufferers and their families/carers and friends, in order to empower them to work towards recovery.

This role will provide support and counselling to eating disorders sufferers and carers, and impart relevant information about eating disorders, disordered eating, body image concerns and related issues to eating disorder sufferers, family members or carers and friends of sufferers, teachers and concerned members of the community, via email, telephone, internet, support groups (both web-based and face to face) and face-to-face consultations.

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

Support Services counsellors may be recruited to a full counsellor position, or to an internship position, depending on vacancies and experience level. The internship positions may be filled by fourth or fifth year psychology students or counselling students or provisional psychologists /qualified counsellors. Internships are unpaid for the first year, and where there is a vacancy will lead to a short term paid counsellor position (six months to one year) following successful completion of the unpaid year.

2. Relationships

2.1 The Support Services Counsellor will report to the Support Services Manager

2.2 The Support Services Counsellor will work with and have relationships with:-

- The Support Services Manager
- The rest of the Support Services team

- The rest of the Butterfly team and interns
- Butterfly volunteers
- Clinicians, related professionals and other organisations in the eating disorder, body image and other wider sectors
- School staff and students where necessary
- Any member of the public who contacts the Butterfly Support Service who is affected by eating disorders, negative body image and low self-esteem

3. Role Objectives

- 3.1** Direct provision of counselling and support, general information about eating disorders and advice to eating disorder sufferers, family members or carers and friends of sufferers, teachers, community professionals and other concerned members of the community, via
- Telephone
 - Email
 - Web-based live chat
 - Web-based support groups
 - Face-to-face support groups
 - Face-to-face consultations.
- 3.2** Direct provision of referrals and information to the public regarding evidence-based treatment options, health service practitioners who specialise in eating disorders, and eating disorder treatment services.
- 3.3** Keep accurate and up to date records in the CRM database of all phone, email, web-based and face-to-face counselling interactions.
- 3.4** Liaise directly with health service practitioners and emergency services where necessary.
- 3.5** Facilitate or assist with support groups for eating disorder sufferers.
- 3.6** Facilitate or assist with support groups for adult carers, siblings and young carers of those affected by an eating disorder.
- 3.7** Assist in the delivery of web-based training and education both for sufferers and for parents and caregivers of those affected by an eating disorder.
- 3.8** Maintain and update Butterfly's CRM database and eating disorders service referral database, including researching and compiling additional eating disorders practitioner information to be added to the database.
- 3.9** Undertake general administrative tasks as required to maintain databases, Butterfly support service resources and records.
- 3.10** Undertake general administrative tasks as required to maintain the Eating Disorders Teleweb databases, resources and records.
- 3.11** Assist with the review and update of fact sheets, tip sheets and other resource information as required.
- 3.12** Participate in training, informal and formal, and undertake continuing education as recommended.
- 3.13** Assist with other projects, support and resource other activities at The Butterfly Foundation as required.

4. Other Requirements

- 4.1 At all times during your employment activities strive to act in accordance with the Vision, Mission and Objectives of Butterfly and assist Butterfly in achieving its aims.
- 4.2 At all times follow the Policies and Procedures of Butterfly as set out in Butterfly Policies and Procedures Manual.
- 4.3 The Butterfly Foundation is an EEO Employer. Appointment will be conditional upon a satisfactory Federal Criminal Records check.

5. Selection Criteria

To be successful in this position, candidates must possess the following:-

5.1 Demonstrated Behaviours

- Compassion
- Integrity
- Loyalty
- Commitment
- Initiative
- Flexible approach
- Punctuality
- Willingness to go the extra mile
- The desire to continually extend own learning and development

5.2 Essential skills/knowledge

Year 1 Intern

Candidates for a Year 1 (unpaid) internship must possess the following skills and/or knowledge:

- Background in psychology or counselling; minimum level of experience normally acceptable is final year undergraduate of psychology or counselling degree (fourth or fifth year, depending upon model used).
- Well developed interpersonal and communication skills.
- A good basic 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.
- A basic understanding of other mental health conditions commonly co-morbid with eating disorders (eg depression, anxiety, obsessive-compulsive disorder).
- An understanding of the nature of supportive counselling and of the difference between short-term supportive counselling and longer term therapeutic counselling.
- A basic understanding of group processes and facilitation strategies.

- Ability to develop insight into a wide range of issues that are commonly present for people with eating disorders and their families/partners and caregivers.
- Ability to relate to people in distress, establish rapport and gain the confidence and trust of people presenting for counselling or support.
- Ability to present as caring and empathetic while remaining emotionally detached from the person being supported or counselled.
- Demonstrated ability to be thorough, methodical and organised with regard to database update, record keeping and associated administrative tasks.
- A clear understanding of professional boundaries, confidentiality and privacy principles and practices.
- Ability to work as part of a team.

Year 2 intern and full counsellor positions:

In addition to everything listed above for a Year 1 intern, candidates must possess the following skills and/or knowledge:

- Direct experience of working with people with an eating disorder or other mental disorder in a telephone or web-based counselling/support role.
- 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.
- An advanced 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.
- A good understanding of other mental health conditions commonly co-morbid with eating disorders and an ability to provide some support and further referrals with respect to these areas (depression, anxiety, obsessive-compulsive disorder).
- A good understanding of best practice principles for the counselling and support of people with eating disorders.
- Ability to adapt to changing circumstances and to respond quickly and competently in the event of a crisis contact (eg suicide ideation, self-harm, medical emergency).
- Ability and willingness to mentor and assist less experienced interns.

5.3 Desirable skills/knowledge

- Prior experience working on a counselling helpline or in a support situation in a similar environment.
- Experience working in the eating disorders sector in a voluntary capacity.
- Experience in web-based counselling, and a good understanding of the intricacies of online communication and etiquette.
- Experience with data collection and its entry into a CRM database.
- Current driver's licence.