

# EAP Helpline Counsellor - Nights

## Job details

Job title:	EAP Helpline Counsellor - Nights
Department:	Corporate – EAP
Location:	Remote / Home Based
Reporting to:	Senior Counsellor / Nights Co-ordinator
Direct reports:	n/a
Accountable to:	EAP Service Lead
Responsible to:	EAP Helpline Service Manager
Job purpose:	<ul style="list-style-type: none"> <li>• Provide immediate emotional support to clients of VHG Corporate and EAP Services, via working overnight on our Emotional Support Helpline.</li> <li>• Provide one-off telephone emotional support, and where appropriate, brief assessments and onward referral into structured counselling or therapy.</li> <li>• To ensure our clients are provided with out of hours support and risk management, through triaging and signposting clients as required</li> </ul>
Role and Responsibilities:	<ul style="list-style-type: none"> <li>• To engage therapeutically with clients calling our 24/7 helpline, using listening and counselling skills to provide immediate emotional support</li> <li>• To make clinical decisions based on clients presenting issues and needs, and where clinically required to refer onto the appropriate clinical pathway</li> <li>• Safely and effectively screen for and manage, risk - following VHG Risk Management &amp; Escalation protocols, and ensure clients have access to safety management plans where required</li> <li>• Adhere to the VHG Children’s and Adults Safeguarding Policies and procedures at all times, raising safeguarding concerns appropriately and to seek support where required</li> <li>• Ensure you are aware of and follow out of hours risk escalation and on-call procedures.</li> <li>• To proactively keep abreast of customer Service Level Agreements to ensure clear and accurate communication to clients regarding available and appropriate treatment options</li> </ul>

	<ul style="list-style-type: none"> <li>• Follow service referral protocols, and refer unsuitable clients on to the relevant service whether, NHS or back to the referrer as necessary</li> <li>• To take either inbound or make outbound calls or call backs to customers as and when requested to do so</li> <li>• Complete post-call admin work efficiently and ensure available to take inbound calls again as quickly as possible</li> <li>• Maintain regular communication with the client whilst they are in VHG's care &amp; contact relevant stakeholders involved in the patient's care e.g. GPs, OHS, HR professionals when required.</li> <li>• Maintain regular communication with colleagues and your line manager while working remotely &amp; proactively engage with the night's team communication channels.</li> <li>• Use all VHG systems and platforms accurately, responsibly and in line with data protection and information security legislation, including our client databases, telephone and IT systems, and HR and L&amp;D platforms.</li> <li>• Any other reasonable request as required</li> </ul>
<p>Clinical Governance: (where applicable)</p>	<ul style="list-style-type: none"> <li>• Adhere to all VHG policies and procedures</li> <li>• Maintain registration or accreditation (as relevant) with the appropriate professional body (BACP, NCS, COSCA, IACP)</li> <li>• Adhere to and fulfil all requirements of the relevant code of conduct and ethical guidelines of your professional registered body.</li> <li>• Maintain accurate electronic records of all clinical work to allow effective monitoring, review, audit, and evaluation of the service provided</li> <li>• To collate and electronically record assessment and outcome measures and patient satisfaction data for service audit</li> <li>• Participate in and respond to feedback from case reviews &amp; case audits to ensure best practice is maintained</li> <li>• Deliver services within each Customer service level agreements (SLAs).</li> <li>• Exercise personal responsibility for the systematic clinical governance of your own professional</li> <li>• To attend to Health and safety of yourself, your colleagues and your customer, their colleagues, and their customers by adhering to VHGs procedures.</li> </ul>
<p>Training and supervision:</p>	<ul style="list-style-type: none"> <li>• Ensure timely completion of all mandatory training</li> <li>• Undertake training relevant to your role, including that specific to new systems, products, and services you may be asked to deliver as part of our Corporate Services</li> <li>• Prepare for and actively participate in Clinical and Managerial Supervision</li> <li>• Maintain and develop clinical knowledge and clinical expertise.</li> <li>• To undertake ongoing professional development in line with business requirements</li> <li>• Apply learning from the relevant training updates and incorporate into day-to-day practice</li> </ul>



Additional information:	<ul style="list-style-type: none"> <li>Some travel including occasional overnight stays may be required, so a full clean driving licence is desired.</li> </ul>
-------------------------	---

## Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>Post Graduate Diploma Level 4 in Counselling</li> <li><b>Registered</b> membership of BACP or equivalent registered body (e.g. NCS, COSCA, IACP) and working towards accreditation. (Individual or student membership not accepted.)</li> </ul>	<ul style="list-style-type: none"> <li>Accredited by a recognised body / Accredited Membership (BACP, NCS, COSCA and IACP only are accepted).</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience of delivering structured counselling within a counselling / Psychological therapies service</li> <li>Ability to conduct comprehensive risk assessment and formulate robust risk management plans</li> <li>Experience with routine clinical outcome monitoring</li> <li>Worked in a service where agreed targets are in place demonstrating outcomes</li> <li>Experience of MDT working groups</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working on a helpline or within an EAP service</li> <li>Commercial awareness and/or experience of working in a corporate environment</li> </ul>
Skills/knowledge	<ul style="list-style-type: none"> <li>IT literate – intermediate level minimum</li> <li>Experience of working with Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>Other recognised specialist training e.g. EMDR, CFD, IPT</li> </ul>
Specialist training	<ul style="list-style-type: none"> <li>Able to develop good therapeutic relationships with clients</li> <li>Ability to meet agreed/specified service targets and Key Performance Indicators</li> <li>Ability to manage own caseload and time</li> <li>Ability to identify themes within client and customer groups</li> </ul>	
Personal competencies and qualities	<ul style="list-style-type: none"> <li>Ability to work independently &amp; maintain own resilience</li> <li>Interpersonal skills to engage and develop working alliances with colleagues and patients.</li> </ul>	



	<ul style="list-style-type: none"><li>• Evidence of an openness to learning new knowledge and skills.</li><li>• Excellent verbal and written communication skills</li><li>• High level of enthusiasm and motivation</li><li>• Ability to work under pressure</li><li>• An awareness of and commitment to supporting and facilitating diversity and inclusion</li><li>• Excellent time management skills</li></ul>	
--	---	--



## Version Control

Owner:	Human Resources	Review:	Annually	Classification:	1 (Proprietary)
Author:	Human Resources	Version:	V1.3	Status:	PUBLISHED
Date Published:	30/12/2020	Code:	TBC		

Version:	Date:	Summary of Changes
V1.1	03.12.19	Document copied onto authorised VHG branded Policy Template (original had no coding)
V1.2	06/08/20	Updated to include diversity and inclusion statement
V1.3	30.12.20	Updated by Service Lead

