Assistant Psychological Wellbeing Practitioner

## Job details

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| Job title: | Assistant Psychological Wellbeing Practitioner |
| Department: | Corporate – EAP |
| Location: | Remote / Home Based |
| Reporting to: | Team Leader |
| Direct reports: | n/a |
| Accountable to: | EAP Service Lead |
| Responsible to: | EAP Clinical Lead |
| Job purpose: | * Support call handling into corporate mental services helplines, supporting delivery of emotional support services through answering calls to the helpline in a caring and empathic manner. * Provide clinical and service information to clients through the service website via a webchat platform. * Implement structured treatment pathway decision making as part of a referral triage team within a brief psychological therapies service. * Develop, create and evaluate inclusive clinical resources for managers and employees to be used in specific situations in a work setting (e.g., accidents or critical incidents in the workplace, bereavement of a work colleague). * Work flexibly regarding shift coverages according to the needs of the service, supporting to maintain service levels. |
| Role and Responsibilities: | Telephone helpline & webchat role:   * To answer calls to a 24/7 emotional support helpline. * To respond to webchat enquires on the service website. * To identify needs of callers/webchat in a caring and empathic manner. * To collect and record key client demographics and information where appropriate. * To provide information and advice on relevant services and deal with emotional support services enquires, and handle case queries. * To ensure up to date knowledge of the website content and services available to clients. * To proactively keep abreast of customer Service Level Agreements to ensure clear and accurate communication to clients regarding available and appropriate treatment options. * To supportively pass calls to counsellors where immediate counselling or emotional support is required. * To screen for immediate risk and pass to relevant clinicians in accordance with service policies and procedures. * Complete post-call admin work efficiently and ensure available to take inbound calls as quickly as possible.   Referral triage role:   * To review clinical notes and apply service guidance to determine the appropriate treatment pathway for clients referred to the brief therapies service. * To escalate referrals that appear to indicate a higher level of need than can be accommodated within the brief therapies service. * To at times, with appropriate supervision and guidance, contact clients to obtain additional information to inform a treatment pathway decision. * To document treatment pathway decision rationale clearly in the clinical notes.   Development of clinical resources role:   * To work with colleagues in identifying resources required by our customers and clients. * To research best practice and evidence based self help guidance for customers and clients in responding to workplace incidents, such as workplace accidents, workplace assaults, repeated exposure to distressing events, bereavements etc. * To develop resources to meet the needs of specific client groups such as BAME, LGBTQ+ individuals. * To work with the marketing team to develop and create resources to support customers and clients based on the existing evidence base. * To seek feedback from customers and clients in the usefulness and inclusiveness of resources produced.   General:   * To maintain service user, staff and organisational confidentiality at all times. * To take either inbound or make outbound calls or call backs to customers as and when requested to do so. * 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. * Maintain regular communication with colleagues and your line manager while working remotely & proactively engage with your team’s communication channels. * Be willing to contribute to service improvement by always considering safer, smarter and more efficient ways of working and communicating ideas and thoughts to the line manager. * Use all VHG systems and platforms accurately, responsibility and in line with data protection and information security legislation, including our client databases, telephone and IT systems, and HR and L&D platforms. * Any other reasonable request as required within own competencies and understanding.   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) | * Adhere to all VHG policies and procedures. * Maintain accurate electronic records of all client work to allow effective monitoring, review, audit, and evaluation of the service provided. * To collate and electronically record assessment and outcome measures and patient satisfaction data for service audit. * Participate in and respond to feedback from case reviews & case audits to ensure best practice is maintained. * Deliver services within each Customer service level agreements (SLAs). * To attend to health and safety of yourself, your colleagues and your customer, their colleagues, and their customers by adhering to VHGs procedures. |
| Training and supervision: | * Ensure timely completion of all mandatory training. * 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. * Prepare for and actively participate in Clinical and Managerial Supervision sessions and be prepared to reflect on your work and identify areas for development in partnership with your supervisor. * Maintain and develop clinical knowledge and clinical expertise. * To undertake ongoing professional development in line with business requirements. * Apply learning from the relevant training updates and incorporate into day-to-day practice. |
| Additional information: | * To participate in team and service meetings as requested. * To take part in inductions, training and acting as a buddy for new staff as requested. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Undergraduate Degree in Psychology. * Entitlement to graduate membership of the British Psychological Society. | * Further post graduate training in relevant areas of professional psychology, mental health practice or research design and analysis. |
| **Experience** | * Working on a helpline or webchat service or within an EAP service. * Understanding of and compliance with relevant professional standards and practice . * Additional qualifications or experience in counselling or counselling skills * Working as part of a team. * Experience working in a health or mental health setting, or experience supporting others emotional wellbeing. | * Working in a service where agreed targets are in place demonstrating outcomes. * Commercial awareness and/or experience of working in a corporate environment. |
| **Skills/knowledge** | * High level of communication skills (written and verbal) including an ability to communicate and work in settings in which the atmosphere may be highly emotive. * Ability to communicate sensitive information to service users, carers, colleagues in a respectful and empathic manner. * Ability to apply existing psychological knowledge to a brief therapies/workplace context. * An understanding of the importance of using evidence based psychological interventions in working with common mental health problems. * Ability to interact effectively with staff from a range of disciplines. * IT literate – intermediate level minimum. * Experience of working with Microsoft Office. * Ability to work under pressure to an agreed activity contract. * Ability to manage own workload with excellent time management skills. * Ability to be self-reflective, whilst working with service users, in own personal and professional development and in supervision. | * Knowledge of undertaking audit in clinical services. * Fluent in languages other than English. |
| **Specialist training** | * n/a | * n/a |
| **Personal competencies and qualities** | * An interest in working with people with common mental health problems. * Evidence of an openness to learning new knowledge and skills. * Able to participate in shift patterns to include days, evenings, weekends and bank holidays. * High level of enthusiasm and motivation. * An awareness of and commitment to supporting and facilitating diversity and inclusion. | * Sense of humour. |

# Version Control

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