EAP Helpline Team Manager

## Job details

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| Job title: | EAP Helpline Team Manger |
| Department: | Corporate - EAP |
| Location: | Remote |
| Reporting to:  (job title only) | Helpline Service Manager |
| Direct reports:  (job title only) | EAP Helpline Counsellors |
| Accountable to:  (where applicable) | EAP Operations Lead and EAP Helpline Service Manager |
| Responsible to:  (where applicable) | EAP Clinical Lead and EAP Helpline Service Manager |
| Job purpose: | To work as a member of the EAP wider leadership team, providing a high-quality employee assistance provision (EAP) to customers, clients and where required their families or carers. To ensure all clinical and operational duties are undertaken, including planning, performance management, risk management and ongoing evaluation & improvement to service delivery.  To work collaboratively across helpline and interventions EAP teams by communicating effectively about the psychological care of clients, by contributing to the supervision of counsellors and participating in systematic clinical governance. |
| Role and Responsibilities: | * To provide day to day service co-ordination of the counselling service and other related work carried out under the EAP service. * To be principally responsible for making clinical decisions based on the client’s presenting issues and needs and ensure positive outcomes by encouraging the most suitable clinical intervention in accordance with BACP and NICE Guidance. * To provide line management and one to one support for helpline counselling team and ensure that they are trained and supported to deliver best practice when supporting clients * To provide effective supervision to ensure service KPI’s and targets are met; monitoring service data to ensure direct reports are meeting all SLAs though effective service and line management. * To ensure team adherence to HR policies and Vita Behaviours * To undertake Out of Hours office tasks where applicable   Clinical Responsibilities:   * Provide daily duty support, as part of a rota, to helpline counsellors giving appropriate clinical and operational advice where needed * Review cases assigned to case management group and action accordingly * Ensure that all clinical pathway placement is conducted in line with VHG ethical and operational guidelines. * Ensure all clinical outcome measures, assessments, risk, notes and record keeping is audited within VHGs audit cycle and improvement actions are taken where required. * Monitor ‘Red Flag’ risk cases in accordance with internal processes. * Ensure helpline counsellors abide by all Risk and Safeguarding policies and procedures and ensure cases are escalated and reported on wherever required.   Line Management Responsibilities:   * Provide individual line management and support to helpline counsellors and monitor progress being made in relation to KPIs, SLAs, Audit and Quality Assurance systems * Assist in the recruitment process for new helpline counsellors and night counsellors * Responsible for the clinical and operational induction and training of new helpline counsellors * Ensure helpline counselling team adheres to all VHG policies and procedures, including time management, annual leave, sickness reporting etc. * Performance manage direct reports to ensure all service KPIs and SLAs are met, liaising with other teams as required to manage performance effectively * Ensure Helpline Counsellors input all relevant data on service systems, that it is accurate and updated in a timely manner. * To regularly review and monitor clinical and operational service data to ensure full and accurate reporting and take remedial action where necessary   Customer Responsibilities:   * Ensure delivery of services within each client’s customer service level agreements (SLAs). * Support the Helpline Service Manager with reviewing and responding to complaints * Support account managers with customer liaison as required   Other Responsibilities:   * To carry out your duties and responsibilities at all times with adherence to VHG policies and procedures, in particular those relating to Equality and Diversity, Safeguarding, Data Protection, and Health and Safety * Ensure effective communications between teams and service managers, and with colleagues across VHG to ensure service activity is effectively co-ordinated * Support the Service Managers, Service and Clinical leads in development and implementation of service delivery plans * Participate in individual performance review and respond to agreed objectives.   **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.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal 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 when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians.   + 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) | * Undertake quality assurance case/call reviews within audit cycle time frames and feedback is provided to the counsellor with clear learning/development objectives. * Provide clinical advice to customers, account team and admin team when Critical Incidents Support is requested. * Record and collate assessment and outcome measures and patient satisfaction data for service audit and national benchmarking. * To robustly monitor, review and evaluate the EAP service, ensuring continuous improvement. * Participate in audit and research as required. * Exercise personal responsibility for the systematic clinical governance of professional practice in your own practice and of any supervisees |
| Training and supervision: | * To ensure direct reports complete all mandatory training * Receive regular individual and/or group Clinical Supervision from Helpline Service Manager/Appointed Clinical Supervisors. * To undertake ongoing professional development in line with business requirements * Apply learning from the relevant training updates and incorporate into day to day practice * Maintain and develop clinical knowledge and clinical expertise. * Potential to manage a small, protected caseload. * Fulfil the BACP code of conduct and follow BACP ethical guidelines in your professional work. |
| Additional information: | * + Some travel including occasional overnight stays may be required, so a full clean driving licence is desired.   + The role is to support a 24/7-hour helpline and as such this role will require duty support outside of normal office hours and will include evening, weekend and bank holiday as the normal working pattern. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + Diploma in Counselling (Level 4 or above)   + Registered Membership of the BACP, UKCP, BCP or BPS with ability to gain BACP accredited status within 6 months. | * A certificate/diploma in Counselling Supervision or equivalent * Accredited Membership of BACP, UKCP, BCP or BPS. |
| **Experience** | * + Two years’ minimum   Experience/450 clinical hours, in either a paid or voluntary capacity, of delivering counselling support services to people with mental health needs or other vulnerable groups.   * + Experience of supervising counselling students, trainees and/or staff   + Experience of managing risk within an ethical, accountable and safe clinical governance structure.   + Experience working with HR management tools and policies | * + Experience of people management or supervising others   + Experience in managing projects or services |
| **Skills/knowledge** | * IT literate – intermediate level minimum |  |
| **Personal competencies and qualities** | * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work individually or within a team and foster good working relationships * Ability to work under pressure * Excellent time management skills * Ability to participate in the evaluation, monitoring and development of the service operational policies * Ability to utilise theory, evidence-based literature and research to support evidence-based practice in individual work and work with other team members. |  |

## Version Control

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 18.01.21 | Amended by EAP Service Lead |
| V1.3 | 04.06.24 | Amended by Helpline Service Lead |