

EAP Helpline Counsellor

Job details

Job title:	EAP Helpline Counsellor
Department:	Corporate – EAP
Location:	Remote / Home Based
Reporting to:	Senior Counsellor
Direct reports:	n/a
Accountable to:	EAP Service Lead
Responsible to:	EAP Clinical Lead
Job purpose:	<ul style="list-style-type: none"> • Provide immediate emotional support to clients of VHG Corporate and EAP Services, via working on our Emotional Support Helpline. • Provide one-off telephone emotional support, and where appropriate, brief assessments and onward referral into structured counselling or therapy. • To deliver other Corporate and EAP service products as required, (e.g. management support calls, stress management support, wellbeing check in's etc).
Role and Responsibilities:	<ul style="list-style-type: none"> • To engage therapeutically with clients calling our 24/7 helpline, using listening and counselling skills to provide immediate emotional support • To make clinical decisions based on clients presenting issues and needs, and where clinically required to refer onto the appropriate clinical pathway • To proactively keep abreast of customer Service Level Agreements to ensure clear and accurate communication to clients regarding available and appropriate treatment options • Follow service referral protocols, and refer unsuitable clients on to the relevant service whether, NHS or back to the referrer as necessary • To take either inbound or make outbound calls or call backs to customers as and when requested to do so • Complete post-call admin work efficiently and ensure available to take inbound calls as quickly as possible

	<ul style="list-style-type: none"> • Safely and effectively screen for, and manage, risk - following VHG Risk Management & Escalation protocols, and ensure clients have access to safety management plans between sessions where required • 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 the client whilst they are in VHG’s care & contact relevant stakeholders involved in the patient’s care e.g. GPs, OHS, HR professionals when required. • Maintain regular communication with colleagues and your line manager while working remotely & proactively engage with your team’s communication channels. • 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&D platforms. • Any other reasonable request as required
<p>Clinical Governance: (where applicable)</p>	<ul style="list-style-type: none"> • Adhere to all VHG policies and procedures • Maintain registration or accreditation (as relevant) with the appropriate professional body (BACP, NCS, COSCA, IACP) • Adhere to and fulfil all requirements of the relevant code of conduct and ethical guidelines of your professional registered body. • Maintain accurate electronic records of all clinical 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). • Exercise personal responsibility for the systematic clinical governance of your own professional • To attend to Health and safety of yourself, your colleagues and your customer, their colleagues, and their customers by adhering to VHGs procedures.
<p>Training and supervision:</p>	<ul style="list-style-type: none"> • 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 • 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:	<ul style="list-style-type: none"> Some travel including occasional overnight stays may be required, so a full clean driving licence is desired.
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Person specification

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



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

