

EAP Management Support Counsellor

# Job details

EAP Helpline Counsellor-V1.3

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| Job title: | EAP Management Support Counsellor |
| Department: | Corporate – EAP |
| Location: | Remote / Home Based |
| Reporting to: | Senior Counsellor/Team manager |
| Direct reports: | N/A |
| Accountable to: | EAP Service Lead |
| Responsible to: | EAP Clinical Lead |
| Job purpose: | * Provide managers (from our corporate customers not internal managers) with support and tools to help them effectively deal with a wide range of issues from employees such as stress, workplace change, low engagement, conflict with colleagues, bullying and harassment absence management and personal pressures affecting work.
* To deliver other Corporate and EAP service products as required, (e.g. immediate emotional support to clients of VHG Corporate and EAP Services, as a helpline counsellor working on our Emotional Support Helpline).
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| Role and Responsibilities: | **Management Support Counsellor*** To support managers within a multi-generational, multi-cultural workforce with differing needs and motivations.
* Provide managers with the advice, tools and techniques required to manage an extremely broad-spectrum workforce.
* Use a variety of approaches such as mentoring, role playing and coaching to fully support the manager to be prepared for the best next steps to take in managing their employee.
* To support managers to be more confident in their wording and approach towards achieving an optimal outcome with their people management.
* Assist managers in their interactions to increase employee relationships, productivity and employee engagement.
* Help managers to ensure that their team members receive appropriate specialist support.
* Signpost manager to internal support such as HR, senior management and Occupational Health.
* To help managers refer into the EAP service
* To advise on our Day 1 Intervention for Stress service
* Awareness of Vita health Groups products and services such as critical incidents, management support workshops and seminars.

**Helpline Counsellor*** 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 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
* Ensuring you deliver high quality services to our customers, in line with your governing body’s code of practice and ethical guidelines
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|  | * Safely and effectively screen for and manage risk - following VHG Risk Management & Escalation protocols. Ensure clients have access to safety management plans where required.
* Always adhere to the VHG Children’s and Adult’s Safeguarding Policies and procedures, raising safeguarding concerns appropriately and to seek support where required.
* Contact relevant stakeholders involved in the patient’s care e.g. GPs and other professionals when required.
* Maintain regular communication with colleagues and your line manager while working remotely and proactively engage with your team’s communication channels.
* 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, HR and L&D platforms.
* Any other reasonable request as required

**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
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| Clinical Governance: (where applicable) | * 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 practice.
* To attend to your own Health and Safety and that of; your colleagues and customers, their colleagues, and their customers by adhering to VHGs procedures.
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| 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
* 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
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| Additionalinformation: | * Some travel including occasional overnight stays may be required, so a full clean

driving licence is desired. |

# Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Post Graduate Diploma Level 4 in Counselling
* **Registered** membership of BACP or equivalent registered body (e.g. NCS (accredited professional), COSCA, IACP) and working towards accreditation. (Individual or student

membership not sufficient.) | * Accredited membership with a recognized body (BACP, NCS, COSCA and IACP only are accepted).
* Business or management qualification
* HR qualification
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| **Experience** | * Business or management experience
* People management
* Experience of delivering structured counselling within a counselling / psychological therapies service
* Ability to conduct comprehensive risk assessment and formulate robust risk management plans
* Experience of assessment and triage
* Experience of working towards targets and deadlines
* Experience of multidisciplinary team working groups
 | * Experience of working on a helpline or within an EAP service
* Commercial awareness and/or experience of working in a corporate environment
* HR experience
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| **Skills/knowledge** | * IT literate – intermediate level minimum
* Experience of working with Microsoft Office
* Able to develop good therapeutic relationships with clients
 | * Other recognised specialist training e.g. EMDR, CFD, IPT
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| **Personal competencies and qualities** | * Interpersonal skills to engage and develop working alliances with colleagues and clients.
* Evidence of an openness to learning new

knowledge and skills. |  |

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|  | * Excellent verbal and written communication skills
* High level of enthusiasm and motivation
* Ability to work under pressure
* Excellent time management skills
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**Version Control**

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

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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 | 06/08/20 | Updated to include diversity and inclusion statement |
| V1.3 | 30.12.20 | Updated by Service Lead |