

# EAP Telephone Counsellor

## Job details

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| Job title:                 | EAP Telephone Counsellor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Department:                | Corporate EAP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Location:                  | Remote Flexible Working                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Reporting to:              | Senior Counsellor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Direct reports:            | n/a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Accountable to:            | EAP Service Lead                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Responsible to:            | EAP Interventions Service Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Job purpose:               | <ul style="list-style-type: none"> <li>To deliver structured counselling by telephone or secure video link to clients of VHG Corporate and EAP services.</li> <li>Deliver sessions to a caseload of clients to support their recovery and wellbeing, thereby meeting service KPIs.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Role and Responsibilities: | <ul style="list-style-type: none"> <li>Receive and accept referrals for structured counselling via VHG systems</li> <li>Assess clients where necessary and ensure suitability of new referrals.</li> <li>Safely and effectively screen for, assess and manage, risk - following VHG Risk Management &amp; Escalation protocols, and ensure clients have access to safety management plans between sessions 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>Refer clients that are unsuitable to case management or relevant service (e.g. back to the referrer, internally, or to the NHS) dependent on need/contract/customer.</li> <li>Use the most suitable clinical interventions based on your clients presenting issues and needs to ensure positive outcomes.</li> <li>Deliver an evidence based, competent and confidential service at all times</li> <li>Prepare your clients for discharge and signpost onwards as appropriate or seek approval where further sessions are required.</li> <li>Uphold your duty of care to your clients whilst in the care of VHG.</li> </ul> |

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|                                            | <ul style="list-style-type: none"> <li>• Liaise with relevant stakeholders in the patient's care e.g. GPs, OHS, HR professionals as appropriate.</li> <li>• Efficiently manage your own caseload with regular appointments to meet relevant KPIs</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> <li>• Maintain regular communication with colleagues and your line manager while working remotely &amp; proactively engage with your team's 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>                                                                                                                                                                                                                                            |
| Clinical Governance:<br>(where applicable) | <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> |
| Training and supervision:                  | <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:                    | Some travel including occasional overnight stays may be required, so a full clean driving licence is desired.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |



## Person specification

|                                     | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Desirable                                                                                                                                                             |
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| 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 registering body e.g. NCS COSCA and IACP and accredited or working towards accreditation (Individual or Student member not sufficient)</li> </ul>                                                                                                                                                                                                                | Accredited by a recognised body, e.g. BACP, NCS, CASCA, IACP                                                                                                          |
| 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>                                                       | <p>Experience of working in a psychological therapy or mental health services</p> <p>Commercial awareness and/or experience of working in a Corporate environment</p> |
| Skills/knowledge                    | <ul style="list-style-type: none"> <li>IT literate – intermediate level minimum</li> <li>Experience of working with Microsoft Office</li> </ul>                                                                                                                                                                                                                                                                                                                                                                  | Other recognised specialist training e.g. EMDR, CFD, IPT                                                                                                              |
| 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>Interpersonal skills to engage and develop working alliances with colleagues and patients.</li> <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

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|-----------------|-----------------|----------|----------|-----------------|-----------------|
| Owner:          | Human Resources | Review:  | Annually | Classification: | 1 (Proprietary) |
| Author:         | Human Resources | Version: | V1.1     | Status:         | PUBLISHED       |
| Date Published: | 03/12/2019      | Code:    | TBC      |                 |                 |

| Version: | Date:    | Summary of Changes                                                                   |
|----------|----------|--------------------------------------------------------------------------------------|
| V1.1     | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
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