EAP Telephone Counsellor (Adults & CYP)

# Job details

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| Job title: | EAP Telephone Counsellor (Adults & CYP) |
| Department: | Corporate EAP |
| Location: | Remote Flexible Working |
| Reporting to: | Senior Counsellor / Team Manager |
| Direct reports: | n/a |
| Accountable to: | EAP Service Lead |
| Responsible to: | EAP Interventions Service Manager |
| Job purpose: | * To deliver structured counselling by telephone or secure video link to clients (aged 11+yrs) of VHG Corporate and EAP services.
* Deliver sessions to a caseload of clients to support their recovery and wellbeing,

thereby meeting service KPIs. |
| Role and Responsibilities: | * Receive and accept referrals for structured counselling via VHG systems
* Assess clients where necessary and ensure suitability of new referrals.
* Assess Gillick competence of CYP’s, when appropriate.
* Safely and effectively screen for, assess 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.
* 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.
* Use the most suitable clinical interventions based on your clients presenting issues and needs to ensure positive outcomes.
* Deliver an evidence based, competent and confidential service at all times.
* Prepare clients for discharge and signpost onwards as appropriate or seek approval where further sessions are required.
* Uphold your duty of care to your clients whilst in the care of VHG.
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|  | * Liaise with relevant stakeholders in the patient’s care e.g. GPs, OHS, HR professionals as appropriate. This may include the involvement of parents/carers in treatment in the context of CYPs.
* Efficiently manage your own caseload with regular appointments to meet relevant KPIs.
* Ensure you deliver high quality services to our customers, in line with your governing body’s code of practice and ethical guidelines.
* To proactively keep abreast of customer Service Level Agreements to ensure clear and accurate communication to clients regarding available and appropriate treatment options.
* 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, 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.
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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 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.
* 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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| Additional information: | 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 registering body e.g. NCS

(accredited professional)COSCA and IACP and accredited or working towards accreditation (Individual or Student member not sufficient)* Relevant CPD certificates in counselling with CYPs to meet requirements of BACP

CYP competence framework. | Accredited by a recognised body*,**e.g. BACP, NCS, CASCA, IACP*Qualification in counselling with CYPs. |
| **Experience** | * Experience of delivering structured counselling within a counselling / Psychological therapies service to both adults & CYPs.
* Ability to conduct comprehensive risk assessment and formulate robust risk management plans for both adults & CYPs.
* Experience with routine clinical outcome monitoring.
* Worked in a service where agreed targets are in place demonstrating outcomes.
* Experience of MDT working groups.
 | Experience of working in a psychological therapy or mental health services.Commercial awareness and/or experience of working in a Corporate environment. |
| **Skills/knowledge** | * IT literate – intermediate level minimum
* Experience of working with Microsoft Office
 | Other recognised specialist training e.g. EMDR, CFD, IPT |
| **Specialist training** | * Able to develop good therapeutic relationships with clients aged 11+yrs.
* 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.
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| **Personal competencies and qualities** | * Interpersonal skills to engage and develop working alliances with colleagues and clients aged 11+yrs.
* Evidence of an openness to learning new knowledge and skills.
* Excellent verbal and written communication skills
* High level of enthusiasm and motivation
* Ability to work under pressure.
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|  | * An awareness of and commitment to supporting and facilitating diversity and inclusion.
* 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 | Status: |  |
| Date Published: |  | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
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