

# EAP Helpline Counsellor - Nights

## Job details

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| Job title:                 | EAP Helpline Counsellor - Nights                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Department:                | Corporate – EAP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Location:                  | Remote / Home Based                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Reporting to:              | Senior Counsellor / Nights Co-ordinator                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Direct reports:            | n/a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Accountable to:            | EAP Service Lead                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Responsible to:            | EAP Helpline Service Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Job purpose:               | <ul style="list-style-type: none"> <li>• Provide immediate emotional support to clients of VHG Corporate and EAP Services, via working overnight on our Emotional Support Helpline.</li> <li>• Provide one-off telephone emotional support, and where appropriate, brief assessments and onward referral into structured counselling or therapy.</li> <li>• To ensure our clients are provided with out of hours support and risk management, through triaging and signposting clients as required</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Role and Responsibilities: | <ul style="list-style-type: none"> <li>• To engage therapeutically with clients calling our 24/7 helpline, using listening and counselling skills to provide immediate emotional support</li> <li>• To make clinical decisions based on clients presenting issues and needs, and where clinically required to refer onto the appropriate clinical pathway</li> <li>• Safely and effectively screen for and manage, risk - following VHG Risk Management &amp; Escalation protocols, and ensure clients have access to safety management plans 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>• Ensure you are aware of and follow out of hours risk escalation and on-call procedures.</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> </ul> |

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|                                            | <ul style="list-style-type: none"> <li>• Follow service referral protocols, and refer unsuitable clients on to the relevant service whether, NHS or back to the referrer as necessary</li> <li>• To take either inbound or make outbound calls or call backs to customers as and when requested to do so</li> <li>• Complete post-call admin work efficiently and ensure available to take inbound calls again as quickly as possible</li> <li>• Maintain regular communication with the client whilst they are in VHG's care &amp; contact relevant stakeholders involved in the patient's care e.g. GPs, OHS, HR professionals when required.</li> <li>• Maintain regular communication with colleagues and your line manager while working remotely &amp; proactively engage with the night's team 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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



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| Additional information: | <ul style="list-style-type: none"> <li>Some travel including occasional overnight stays may be required, so a full clean driving licence is desired.</li> </ul> |
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## 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 registered body (e.g. NCS, COSCA, IACP) and working towards accreditation. (Individual or student membership not accepted.)</li> </ul>                                                                                                                                                                     | <ul style="list-style-type: none"> <li>Accredited by a recognised body / Accredited Membership (BACP, NCS, COSCA and IACP only are accepted).</li> </ul>                                             |
| 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> | <ul style="list-style-type: none"> <li>Experience of working on a helpline or within an EAP service</li> <li>Commercial awareness and/or experience of working in a corporate environment</li> </ul> |
| Skills/knowledge                    | <ul style="list-style-type: none"> <li>IT literate – intermediate level minimum</li> <li>Experience of working with Microsoft Office</li> </ul>                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>Other recognised specialist training e.g. EMDR, CFD, IPT</li> </ul>                                                                                           |
| 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>Ability to work independently &amp; maintain own resilience</li> <li>Interpersonal skills to engage and develop working alliances with colleagues and patients.</li> </ul>                                                                                                                                                                                                                                          |                                                                                                                                                                                                      |



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|  | <ul style="list-style-type: none"><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> |  |
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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      |                 |                 |

| 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                                                              |

