

EAP Helpline Counsellor - Nights

# Job details

EAP Helpline Counsellor - Nights-V1.3

|  |  |
| --- | --- |
| 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: | * Provide immediate emotional support to clients of VHG Corporate and EAP Services, via working overnight 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 ensure our clients are provided with out of hours support and risk   management, through triaging and signposting clients as required |
| Role and Responsibilities: | * 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 * Safely and effectively screen for and manage, risk - following VHG Risk Management & Escalation protocols, and ensure clients have access to safety management plans 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 * Ensure you are aware of and follow out of hours risk escalation and on-call procedures. * To proactively keep abreast of customer Service Level Agreements to ensure clear   and accurate communication to clients regarding available and appropriate treatment options |

Head Office: Vita Health Group, 7 Angel Hill, Bury St Edmunds, Suffolk IP33 1UZ Vita Health Group All Rights Reserved

|  |  |
| --- | --- |
|  | * 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 again 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 * 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 the night’s team 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 |
| 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 * 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 |

|  |  |
| --- | --- |
| Additional  information: | * Some travel including occasional overnight stays may be required, so a full clean   driving licence is desired. |

# Person specification

|  |  |  |
| --- | --- | --- |
|  | **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 accepted.) | * Accredited by a recognised body / Accredited Membership (BACP, NCS, COSCA and IACP only are accepted). |
| **Experience** | * 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 | * Experience of working on a helpline or within an EAP service * 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 * 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** | * Ability to work independently & maintain own resilience * Interpersonal skills to engage and develop working alliances with colleagues and patients. |  |

|  |  |  |
| --- | --- | --- |
|  | * 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 * An awareness of and commitment to supporting and facilitating diversity and inclusion * Excellent time management skills |  |

**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 |