

# EAP Telephone Counsellor

## Job details

Job title:	EAP Telephone Counsellor
Department:	MH Service
Location:	Remote Flexible Working
Reporting to:	Senior Counsellor
Direct reports:	n/a
Accountable to:	EAP Clinical Lead
Responsible to:	n/a
Job purpose:	<ul style="list-style-type: none"> <li>• Make clinical decisions based on clients presenting issues and needs, and ensure positive outcomes by encouraging the most suitable clinical interventions</li> <li>• To deliver “in person” structured solution focussed counselling by telephone or secure video link.</li> <li>• To manage case load and be accountable for and deliver service key performance indicators</li> <li>• To support the business in customer and account management</li> </ul>
Role and Responsibilities:	<ul style="list-style-type: none"> <li>• Make decisions on suitability of new referrals, adhering to service referral protocols, and refer unsuitable clients on to the relevant service including internal, NHS or back to the referrer as necessary</li> <li>• Responsible for regular communication with the client whilst they are in VHG’s care. Responsible for contacting relevant stakeholders in the patient’s care e.g. GPs, OHS, HR professionals</li> <li>• Adherence to professional standards and compliance with regulatory frameworks</li> <li>• Any other reasonable request as required</li> </ul>
Clinical Governance: (where applicable)	<ul style="list-style-type: none"> <li>• Adhere to the general operations of the service delivered in accordance with VHG’s policies</li> <li>• Maintain accurate electronic records of clinical work to allow:</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Effective monitoring, review, audit and evaluation of the service provided</li> <li>➤ Collate and electronically record assessment and outcome measures and patient satisfaction data for service audit and national benchmarking.</li> </ul> <ul style="list-style-type: none"> <li>• Participate in the effective monitoring, review and evaluation of the service provided.</li> <li>• Participate in audit and research as required.</li> <li>• Delivering services within each client's customer service level agreements (SLAs).</li> <li>• Exercise personal responsibility for the systematic clinical governance of professional practice in your own practice and of any supervisees</li> </ul>
Training and supervision:	<ul style="list-style-type: none"> <li>• To attend to Health and safety of themselves, their colleagues and their customers by adhering to RHW's procedures.</li> <li>• Maintenance and collection of data</li> <li>• Maintain and develop clinical knowledge and clinical expertise.</li> <li>• Actively participate in regular clinical and managerial supervision.</li> <li>• To undertake ongoing professional development in line with business requirements</li> <li>• Receive regular individual and/or group Clinical Supervision from an accredited BACP counsellor / supervisor.</li> <li>• Be committed to developing and maintaining your own CPD</li> <li>• Fulfil the BABCP code of conduct and follow BABCP ethical guidelines in your professional work.</li> <li>• Receive regular Case Management Supervision from the Line Manager and/or Directors.</li> <li>• Be aware of and comply with the policies, procedures and standards of service, in particular the service's clinical operations procedures.</li> <li>• Receive supervision as per BACP guidelines to meet the required standards.</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
Qualifications	<ul style="list-style-type: none"> <li>• Post Graduate Diploma Level 4 in Counselling</li> <li>• Registered member of BACP and accredited or working towards</li> </ul>	Accredited by a recognised body, <i>e.g. BACP, UKCP</i>



Experience	<p>accreditation</p> <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> </ul>	<p>Other recognised specialist training e.g. EMDR, CFD, IPT</p>
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>• Excellent verbal and written communication skills</li> <li>• High level of enthusiasm and motivation</li> <li>• Ability to work individually or within a team and foster good working relationships</li> <li>• Ability to work under pressure</li> <li>• Excellent time management skills</li> </ul>	



## Version Control

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)

