

**EAP Case Worker - Homebased**

**£24,000 per annum pro rata**

We are currently looking for junior counsellors to join our Employee Assistance Program team as Case Workers. This is a fantastic opportunity for newly qualified counsellors who are looking to gain further experience and develop their clinical skills. This is a homebased role, but you will have the support of qualified counsellors and clinical leads. We provide a 24/7 confidential support service to our client’s employees nationwide. They can call our number to speak to a qualified counsellor about issues such as depression, anxiety, stress, debt advice and family issues.

**The role will involve:**

* Answering and processing inbound EAP caller enquiries in a professional, consistent and responsive manner.
* Triaging caller enquiries, to determine their most appropriate needs, including phycological, legal or debt advice required.
* Signposting callers to the relevant team/s in PAM Assist & EAP, arranging call backs and/or transferring calls to counsellors for assessments to be carried out.
* Contacting clients, employees and counsellors on a daily basis, following up on any outstanding calls / assessments needing completing.
* Remaining focused on call queues, and answering inbound calls and answering Live Web Chat queries also, achieving agreed service level agreements for EAP.
* Reviewing small case load of CBT referrals underway by clients completing their online therapy, engaging, motivating and supporting navigation of system, enabling positive outcome for clients.
* Support with article writing and research into common themes presented by clients, and any supporting media we can provide as part of self-help media & material.
* Working towards development plan in completing Telephone Assessments, determining therapy required to support EAP clients. As part of this development plan, will be working towards achieving Diploma in Counselling Skills level 4.

We are passionate about helping you achieve your career goals, as part of this role you will have the opportunity to develop and we can support in gaining extra qualifications and CPD courses, with the aim of becoming one of our EAP Helpline Counsellors.

**The ideal candidate will have:**

* GCSE educated, including English and Math, and A Level
* Minimum of Level 3 Counselling Skills either completed, or in process of completing Level 3 Course.
* Excellent telephone manner and listening skills, along with excellent verbal and written communication skills
* Ability to work under pressure, prioritise and work to tight deadlines
* Computer literate and Competent on Microsoft Office suite i.e. Excel, Word etc

**Hours:**

Monday to Friday 9:00am to 1:00pm – 5 hrs per day.

Thursday to Sunday 9:00am to 1:00pm – 5 hrs per day.

Also subject to working rotational Bank Holidays as per business requirements.

The role is conditional on passing a DBS Check.

**The Benefits:**

The Company fully believes in supporting its staff members and has supported a number of employees through further development courses. PAM also offers an excellent benefits package including:

* Pension Scheme - We pay your auto-enrolment pension at 8% total
* Health Scheme – Opticians, Dental, Physio & more!
* 24/7 Doctor helpline – book a Telephone or Video Appointment with a GP
* Employee Assistance Program – 24/7 telephone counselling helpline
* Life Insurance Scheme – 4 x your annual salary
* 33 Days Leave Including Bank Holidays pro rata
* Membership of Ethical Body fees paid
* Monthly case supervision 1-2-1 with your line manager
* Support with CPD
* Further Training and Development opportunities
* Supervision Costs Covered

Apply Now!