

**EAP Clinical Team Leaders – Warrington
Excellent Salary and Benefits Package**

Due to recent expansion, we are currently looking to recruit x3 Full-Time Clinical Team Leaders to provide support services to a number of well-established clients. The role will be homebased initially, due to COVID-19, but will be Warrington based when restrictions ease. PAM Group is a Health and Wellbeing provider, which provides a variety of services to clients based throughout the UK. The services include Occupational Health, Counselling and Physiotherapy.

This role will be working within our Employee Assistance Program Service, which provides 24/7 counselling support over the phone for our clients. You will be looking after a team of counsellors, call handlers and support staff ensuring that we are delivering a consistent service in line with our company values.

**Key Responsibilities:**

* Manage a team of EAP Counsellors, Call Handlers & Support staff, providing clinical leadership and supervision, whilst driving a ‘Can Do’ ethos across the team.
* Assist the Operations Manager with the development and continuous improvement of services, primarily in the clinical operational management and development of the EAP team.
* To be responsible for the operational management of the team, including day to day management of team and overnight shift, delivering a world class service for our clients.
* Drive performance of team, creating a client centric approach, ensuring a high degree of team compliance with all protocols and processes, ensuring team deliver against business plans & and strategy.
* To act as a key point of contact for senior leadership team and stakeholders, acting as a key focal point for problem solving and maintaining clinical standards across the operation, including handling of client escalations and complaint resolution.
* To give clear guidance and direction in respect to ‘Red Flag’ cases and high risk situations.
* To deputise for Operations Manager and step up in their absence, reporting to senior leadership team and providing support as and when needed.
* To maintain clinical oversight of policies and protocols
* Employees will also be expected to engage in CPD events as discussed in supervision with the line manager
* Deliver monthly Case Supervision to the team and attend external Clinical Supervision (for which PAM Wellbeing will reimburse the employee).
* Complete monthly reviews, quality assessments and provide qualitative feedback to improve the standards of the team and drive continuous improvement activities in line with business & client needs.

**Key Skills & Experience:**

* You must have a Diploma in Psychotherapy as a minimum, a Psychology or Psychotherapy Degree would desirable but not essential -
* A background in Psychology /psychotherapy is desirable.
* A background of working with trauma would be desirable but not essential
* Excellent interpersonal communication, interaction and negotiation skills, highly confident with networking with others including client / stakeholder relationship skills.
* Ability to motivate self and others and promote team working.
* Able to manage own stress and stress of others within a demanding and very busy environment

**Hours:**

* Working 5 x 8 hour shifts over a 7 day period – 40 hours per week in total
* You must be able to cover all shifts over the 7 days including weekends and bank holidays. Rota will be given in advance

**Benefits Package:**

* 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
* 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

If you feel this role would be suitable for you, apply now!