



# We're **hiring!**

Join our team

A large, curved blue banner separates the top text from the bottom image. Below the banner is a photograph of many diverse hands stacked in a circle, symbolizing teamwork. A semi-transparent white box is overlaid on the bottom right of the image.

**EAP Helpline  
Counsellors**

Role: EAP Helpline Counsellors  
Based: Homebased  
Reporting To: EAP Clinical Manager

## About Us

PAM Wellbeing provides proactive and reactive mental health solutions to a range of multi-national clients in the private sector and public sector organisations. The business is privately owned by its directors who have a wealth of experience in providing occupational health services, employment law and business management. This allows empathy and understanding of both the challenges and the requirements of our clients. The strengths of this joined up approach are therefore in the service, which is clear, pragmatic, and wholly aligned to the client's requirements.

PAM Wellbeing delivers to a wide variety of UK based clients (Private and Public sector) offering counselling, CBT, EMDR, training, mediation, trauma support, and EAP services.

We are committed to putting our colleagues first and believe that a satisfied and motivated team best serves our clients.

## Role

**Role** We are currently looking for qualified counsellors to join our Employee Assistance Program team. You will be based working from home on the EAP helpline providing support to employees and managers, completing clinical assessments, offering in the moment support and identifying risk and signposting to external agencies. 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. Working as part of this team you will provide confidential advice, and further therapy if needed.

- ❖ Conducting telephone assessments including referral for ongoing psychological support
- ❖ Administering Psychometric Tools
- ❖ Providing support calls to employees and managers and signposting to appropriate external agencies
- ❖ Offering Psychoeducation and delivering Trauma Support
- ❖ Managing high risk calls
- ❖ Providing immediate support and triage to employees
- ❖ Assisting EAP Team with other duties including referral work
- ❖ Providing advice to managers/HR on a need's basis

09:30am to 18:00pm Monday to Friday, one evening being 13:30 to 22:00pm

As we offer a 24/7 service, you will be required to work occasional bank holidays on a rota basis and one in four weekends Sat & Sun being 11:30am to 20:00pm. You will get this time back in lieu.

## About You

- ❖ Minimum of Level 4 Diploma in Counselling Studies
- ❖ You must be a registered member of the BACP or BABCP (or equivalent ethical body) and ideally accredited or working towards accreditation
- ❖ Telephone counselling experience
- ❖ A qualification in CBT would be advantageous but not essential
- ❖ Experience or an interest in email counselling beneficial

If you're looking for your next career move and are wanting to work with a rewarding company, please get in touch with our Recruitment department for a confidential chat about joining the PAM Team. [Recruitment@pamgroup.co.uk](mailto:Recruitment@pamgroup.co.uk)

- ❖ EAP Experience desirable but not essential
- ❖ Computer literate essential

## Our Values

At PAM we are passionate about people and delivering our Everyday Things That Matter Values and Behaviours to our customers and our colleagues. Our cultural philosophy is based on putting our people first, creating high performing teams who deliver great services for our clients.

We're looking for driven and ambitious professionals to join our team, who are just as passionate about our philosophy and values as we are:

- ❖ Hard Work & Enthusiasm; we believe hard work should be rewarded, we go the extra mile to achieve our goals and support each other and enthusiasm and passion are part of our DNA.
- ❖ Teamwork & Friendship; our colleagues share a sense of belonging; we understand collaborative working means better decisions making and we support each other to achieve common goals.
- ❖ Loyalty & Improvement; we are dedicated to personal and professional development. Our PAM Academy mentors' colleagues and provides support to help you be the best you can through offering a wide range of CPD opportunities.

## Employee Benefits

- ❖ We pay your auto-enrolment pension contribution of 8%, you can also make enhanced contributions which are matched up to 5%
- ❖ You will have a life insurance scheme valued at 4 x your annual salary
- ❖ 33 days annual leave including bank holidays
- ❖ Health Cash Plan Scheme, which covers you for things like Opticians, Dental Treatment and even Physio if needed!
- ❖ Flexible Working Hours
- ❖ Access to a 24/7 EAP Counselling line and a 24/7 GP line
- ❖ Amazing discounts on things like food and drink, retail and days out, all through our rewards scheme.
- ❖ Support with training and development

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