



Job Title: EAP Counselor
Department: EAP Services Center
Reports To: Manager, Employee Assistance Program Services
FLSA Status: Non-exempted 16 hours minimum per week
Grade: 4

FEI Behavioral Health was the first national network Employee Assistance Program (EAP) provider in the United States and is one of the nation's leading behavioral health providers today.

SUMMARY

JOB PURPOSE AND REPORTING STRUCTURE: Under the direction of EAP Services Center Manager, the EAP Counselor ensures consistent availability to promptly respond to incoming telephone calls from the Corporate Client's employees and family members. The EAP Counselor assesses for a behavioral health emergency or crisis, provides brief assessment and counseling, gather demographic information, explains benefits, and makes appropriate referrals, in accordance with company policies and procedures. Provides case management services for formal and mandatory referrals.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Act as a customer service link between the Corporate Client and its employees and family members to provide professional, non-judgmental response, ensuring consistent availability to promptly respond to incoming telephone calls. Assess for a behavioral health emergency or crisis, provide brief intake assessment, phone counseling when appropriate, gather demographic information, explain benefits, and make an appropriate referral to an affiliate or other treatment providers. Provide authorization of appropriate sessions. Fax or mail referral packet, including FEI billing forms and authorization to the affiliate.

- Document information obtained from calls into the computerized system to include, intake, referrals, complaints, requests for general information, etc.
- Provide assistance with the affiliate network by contacting affiliates to update and maintain accurate information. Locate and screen potential providers for membership in the EAP network. Support affiliate network functions and consistency.
- Respond to other customer needs as appropriate.
- Complete special projects as assigned.
- Complete and maintain all required paperwork, records, documents, etc.
- Follow and comply with all safety and work rules and regulations. Maintain departmental housekeeping standards.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Requires a master's degree in the behavioral health field and three years post master's clinical experience in one or more of the following areas; EAP, mental health, counseling, case management and substance abuse. State licensure is required.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

LEADERSHIP SKILLS

Acts with integrity – demonstrates principled leadership and sound business ethics; shows consistency among principles, values, and behavior; builds trust with others through own authenticity and follow-through on commitments.

Develops oneself – learns from experience; actively pursues learning and self-development; seeks feedback and welcomes unsolicited feedback; modifies behavior in light of feedback.

Champions change (secondary) – challenges the status quo and champions new initiatives; acts as a catalyst of needed change and stimulates others to change; paves the way for needed changes; supports implementation effectively.

Shows work commitment – sets high standards of performance, pursues aggressive goals and works hard to achieve them.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Superb ability to communicate in a high pressure environment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl.



The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Approved By: Human Resources Specialist

Approved Date: 2/23/15
