



**Job Title:** On-Premises Affiliate EAP Counselor (for Customer of FEI Behavioral Health)  
**Department:** EAP Services Center  
**Reports To:** FEI Senior Account Manager  
**FLSA Status:** Non-exempt, 4 Hours Per Week  
**Grade:** N/A  
**Cellphone:** N/A

FEI Behavioral Health (FEI) has a 40-year history in enhancing workforce resilience by offering a full spectrum of solutions, from employee assistance programs and organizational development to workplace violence prevention and crisis management. Our services and trainings ensure organizations maintain operations and business continuity while strengthening the mental, physical and emotional well-being of employees, their families and the communities in which they live and work.

One of the most successful social enterprises in America, FEI is wholly owned by the Alliance for Strong Families and Communities (Alliance), a national network of social sector organizations working to achieve its vision of a healthy and equitable society. FEI contributes over \$1,000,000 annually to the Alliance in support of its work and the work of its network in the community, and was a finalist in BizTimes Media LLC's 2018 Nonprofit Excellence Awards for social enterprise.

### Summary

FEI is seeking an affiliate employee assistance program (EAP) counselor for a part-time position (4 hours every Monday, 16 hours total per month). The position will be based on-site in Chicago, Illinois for an FEI client.

**Essential Duties and Responsibilities** include the following:

- The incumbent for this position will provide counseling services as an extension of FEI.
- Ability to work a consistent schedule on Monday each week, during a consistent block of time.
- Clients may drop in during the four-hour period or may schedule time during the four-hour period.
- If a client is seen more than one time, an intake assessment will be completed and faxed to FEI to obtain an authorization. Thereafter, tracking of sessions is documented and faxed to FEI with the newest note and date of session.
- Provide new employee orientation.
- Each month, one telephonic meeting is held with the FEI account manager to address any questions, concerns or updates.
- Regular interaction with HR staff and union representatives.

### Desired Experience

The incumbent will be fully licensed in the State of Illinois to practice independently, providing mental health counseling in full compliance with their license, ethics and HIPAA standards. EAP experience a plus.

### Competencies

- **Drive for Results:** Focuses on executing consistent high-quality results; sets high standards for self; sets up feedback loops and monitors work flow to celebrate success, identifies problems early and develops solutions; focuses on the priorities; explores work challenges from all sides; works to continually improve operations and processes.
- **Personal Accountability:** Holds self-accountable for achieving goals and commitments; takes responsibility for own actions and for mistakes; willing to be a champion for new ideas; takes appropriate risks to meet goals and to address challenges and opportunities; open to feedback, suggestions, new ideas and facts; actively listens to and understands others; takes responsibility for understanding the goals of and supporting other departments.
- **Resilience:** Keeps balance, focus and humor during stressful times and promotes and supports the same for all team members; able to recover from setbacks on the path to success; is flexible when dealing with difficult situations; easily makes transitions to new ideas and policies; open and supportive of new approaches and ideas of others; receptive/comfortable with change; can effectively partner with individuals with different communication and work styles; has sense of humor.
- **Customer Focus:** Understands we are advocates for our customers and treats our network, colleagues, peers, funders, clients and partners as customers; continuously creating new initiatives to improve the overall customer experience and satisfaction; sees issues/customer concerns from customer's point of view; builds positive, respectful, and trusting relationships with both internal and external customers; keeps customer success as a high priority.
- **Collaboration:** Seeks and enlists active participation of all internal and external customers in handling opportunities and challenges; builds strong working relationships with all stakeholders; addresses conflict immediately in an open, productive, trusting style; provides ongoing open flow of relevant information to team members and other stakeholders and strives for a balance of working independently and creating opportunity for input and feedback; seeks out and welcomes differences; embraces diversity.
- **Learning Agility:** Learns quickly from all types of situations and is able to adapt behavior to new situations to improve performance; spends time learning new skills and knowledge; takes risks in applying new ideas/thinking/approaches to opportunities and existing challenges; keeps updated on organizational and industry information/changes; studies and understands organization wide and industry trends and new research; collaborates with manager to create continuous development opportunities; analyzes successes and failures for areas of self-improvement; experiments with creative approaches to new opportunities and managing challenges.

### 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 the 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.

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