



POSITION DESCRIPTION

Position Title:	Employee Assistance Programme (EAP) Counsellor
Division:	Clinical Services
Department:	Employee Assistance and Workplace Support (EAWS)
Reporting to:	EAWS Coordinator
Supervisory Responsibility:	N/A
Type of Employment:	Full-time, Contract [2 years]
Job Location:	Hybrid
Salary Range:	TT\$10,000 – \$11,999 / month
Allowances:	Travel - \$200 / month [Reimbursement of duty travel costs exceeding monthly allowance]

General Accountability

Reporting to the EAWS Coordinator, the EAP Counsellor provides assessment and triage, short-term counselling (in-person, online, telephone), education, consultation, referrals, case management and crisis management services to all EAP clients accessing services. The incumbent also supports the initiatives of the EAWS in providing service quality.

Specific Accountabilities:

- Provide counselling to all EAP Retainer/FFS clients (employee and/or eligible dependents) who may present with a wide array of personal, family, and/or work-related issues.
- Refer clients to community/external resources as part of the established plan, facilitate client contact with external resources, and act as a liaison and advocate on client's behalf.
- Handle after care and/or return to work monitoring (following up with employees and/or employers/providers to ascertain employees' compliance and progress as well as continuation of care).
- Conduct monthly and/or quarterly on-site visits to respective assigned client companies.
- Ensure that all clinical case notes are input into our Web-based Case Management System within 48 hours after each session with clients.
- Explain benefit coverage to employees and providers.
- Facilitate requested one (1) hour employee education sessions on various mental health/wellness topics identified as part of EAP programming.

- Provide crisis management response to EAP client companies.
- Liaise closely with respective EAP Team cluster/s regarding EAP cases and related issues.

Position Requirements:

- Master's degree in counselling, clinical/counselling psychology, or social work with clinical concentration.
- Minimum of 2 years post masters clinical experience with at least one (1) year receiving clinical supervision (individual/group).
- Experience in assessment, short term motivational counselling and use of progressive intervention techniques.
- Ability to interpret and provide EAP policy and procedural advice to all stakeholders.
- Excellent report writing, case management and oral communication skills.
- Ability to provide mental health counselling in both an in-person and a virtual setting.
- A positive attitude that is supportive of FIA's vision
- Ability to work well with others and accept feedback positively
- Ability to adjust work schedule to accommodate operational needs



POSITION DESCRIPTION

Position Title:	Employee Assistance Programme (EAP) Specialist
Division:	Clinical Services
Department:	Employee Assistance and Workplace Support (EAWS)
Reporting to:	EAWS Coordinator
Supervisory Responsibility:	N/A
Type of Employment:	Full-time, Contract [2 years]
Job Location:	Hybrid
Salary Range:	TT\$10,000 – \$11,999 / month
Allowances:	Travel - \$200 / month [Plus reimbursement of duty travel costs exceeding monthly allowance]

General Accountability

Reporting to the EAWS Coordinator, the EAP Specialist works collaboratively with the EAP Team in the planning, organizing and coordinating of EAP services specific to the needs of our EAP Contracts. The incumbent ensures that service quality is maintained in line with service agreements through monitoring and evaluation.

Specific Accountabilities:

- Service EAP accounts with standard service needs, by creating strong partnerships with Human Resources liaisons, assessing organizational needs, conducting account meetings, writing reports and being proactive to help ensure strong EAP visibility and utilization.
- Maintain excellent liaison relationship and provide account management (address and resolve customer issues) and guidance on EAP related policies and procedures to assigned EAP contracts.
- Provide consultation (face to face, online or telephone) to managers and supervisors advising and problem solving on employee issues and organizational issues.
- Participation in EAP advisory meetings and quarterly service planning meetings with client contact to identify/meet service expectations, monitor utilization and identify trends.
- Facilitate new employee orientation, general EAP presentations and schedule, recommend and perform/participate in training/wellness initiatives for assigned EAP contracts.
- Act as point of contact for crisis calls, coordinate crisis management response and

execute accordingly for designated client companies.

- Analyse and review quarterly and annual EAP utilization reports for assigned EAP contracts.
- Develop and facilitate supervisory trainings and workshops for assigned EAP contracts.
- Provide case management for all formal company referrals to ensure continuity of care and compliance.
- Provide counselling to employees (and eligible dependents) onsite or at office locations.
- As appropriate, utilizes ancillary audio-visual and teaching aids to train and educate our client's employees in good techniques to avoid or minimize risk or losses.
- Adhere to Families in Action's requirements in meeting our contractual obligations to our client companies.

Position Requirements:

- Master's degree in an EAP related field with CEAP certification preferred OR a bachelor's degree in an EAP related field with CEAP certification required.
- Minimum one-year post-degree clinically supervised experience in an EAP related field OR at least one year graduate internship in an EAP setting.
- If undergraduate or graduate education completed 5 years or more then evidence of participation in recent (two years) professional development of value to EAPs required.
- Ability to interpret and provide EAP policy and procedural advice to all stakeholders.
- Excellent written and oral communication skills.
- Ability to establish and maintain effective working relationships with all stakeholders.
- A positive attitude that is supportive of FIA's vision.
- A high-energy, business-oriented, customer focused individual who can demonstrate skills in multi-tasking and problem solving.
- Ability to work well with others, accept feedback positively, work under pressure and extra hours



POSITION DESCRIPTION

Position Title:	Employee Assistance Programme (EAP) Associate
Division:	Clinical Services
Department:	Employee Assistance and Workplace Support (EAWS)
Reporting to:	EAWS Coordinator
Supervisory Responsibility:	N/A
Type of Employment:	Full-time, Contract [2 years]
Job Location:	Hybrid
Salary Range:	TT\$7,000 – \$9,999 / month
Allowances:	Travel - \$200 / month [Plus reimbursement of duty travel costs exceeding monthly allowance]

General Accountability

Reporting to the EAWS Coordinator, the EAP Specialist works collaboratively with the EAP Team in the planning, organizing and coordinating of EAP services specific to the needs of our EAP Contracts. The incumbent ensures that service quality is maintained in line with service agreements by providing quality client liaison, training, administrative and crisis management support.

Specific Accountabilities:

- Responsible for a regular and consistent pattern of client liaison contact as assigned by Senior EAP Specialist.
- Co-facilitate new employee orientation and general employee education sessions at EAP client companies.
- Participate in EAP client company sponsored wellness events.
- Document all services/tracking all customer contact activities in the EAP Account Management database system.
- Explanation of benefit coverage to employees and providers.
- Lead the development and distribution of promotional outreach (e-library articles, video vignettes, bulletins, newsletters, brochures, magnets, bookmarks and posters) to support our client organizations' engagement strategy.
- Manage the social media and website presence of the department to ensure optimum service delivery.
- On-call rotation, office support and backup, participate in special projects and organizational initiatives.

- Act as point of contact for crisis calls and coordinate crisis management response for designated client companies under the Senior EAP Specialist supervision.
- Adhere to Families in Action's requirements in meeting our contractual obligations to our client companies.

Position Requirements:

- Bachelor's degree in an EAP related field.
- Foundational skills in counselling or consulting.
- Experience designing training workshops as well as delivering it.
- Comfortable presenting to large and small groups.
- Passionate about taking the next step in his or her EAP career.
- A positive attitude that is supportive of FIA's vision.
- A high-energy, business-oriented, customer focused individual who can demonstrate skills in multi-tasking and problem solving.
- Ability to work well with others, accept feedback positively, work under pressure and extra hours if needed on assignments to meet deadlines.