

POSITION DESCRIPTION

Position Title:	Consultant – Employee Assist Services
Date:	August 2009
Reports to:	EAP Business Unit Leader or Delegate
Roles Reporting to this Position:	Nil
Primary Objective:	Provide Employee Assistance (EAP) and Critical Incident Debriefing (CID) services from serviced office locations across the Melbourne Metropolitan regions in accordance with ResolutionsRTK contracts.
Qualifications and Pre-requisites:	Relevant Under Graduate Degree eg. Psychology or Social Work Relevant Post Graduate qualifications (desirable) Current Registration as appropriate Current motor vehicle licence and access to own car and mobile phone Minimum 3 years experience in provision of relevant EAP counselling / coaching, assessment and early intervention consultancy.

KNOWLEDGE / EXPERIENCE	
Technical Competencies	Professional / Personal Competencies
<ul style="list-style-type: none"> • Proven capability to provide EAP / CID services which include solutions focussed professional, confidential counselling and coaching services to employees and their immediate family • Ability to work within diverse workplaces to assess work stressors and risk factors in work environments for promotion of wellness &/or prevention of injuries / illness.(optional) • High level oral presentation skills • High level written presentation skills eg report writing, proposals etc • Demonstrated customer focus - internal and external • Ability to provide technical / professional guidance to others • Competent at using Microsoft Word, Outlook e-mail, with some understanding of Excel and PowerPoint • 	<ul style="list-style-type: none"> • Demonstrated ability to manage own time, priorities and workload factors • Ability to monitor quality of work produced and outcomes • Demonstrated knowledge and experience in EAP/CID, problem solving, conflict resolution and counselling • Clear understanding of organisational and individual factors impacting on people performance in context of employer HR / IM needs. • Able to work within the ER and IR environment of the customer organization. • Able to view issues and problems from the business, customer and personal perspective • Self motivation and results orientation • Able to live the values of: Respect Trust Customer focus Initiative
Key Relationships / Interactions	Key Challenges
<ul style="list-style-type: none"> • ResolutionsRTK customers • Key account managers • Administration team • Senior management • Consultants 	<ul style="list-style-type: none"> • Efficient use of time. • Responding to customer needs from serviced office locations. • Working in diverse environments. • Ensuring priorities are met within prescribed time frames. • Optimise outcomes in an environment of conflicting interests and demands.

KEY ACCOUNTABILITIES	
Key Result Areas: Customers	
Major Activities	Performance Measures
<ul style="list-style-type: none"> • Service EAP/CID referrals on a sessional basis/as required. • Provide short term, solutions focussed counselling or coaching, either face to face or by phone. • Where appropriate, facilitate external referrals for longer term assistance. • Manage cases within agreed timeframes and service standards. 	<ul style="list-style-type: none"> • Maintain a caseload sufficient to achieve 30 billable hours (or pro rata) per week. • Adhere strictly to privacy and confidentiality procedures. • Report trends / hotspots to ResolutionsRTK Account Manager for recommendations to client organisation. • Favourable feedback from customers on the service provided through: <ul style="list-style-type: none"> – Satisfaction surveys – File audits – Account Managers • Repeat business from referrers. • Audit outcomes satisfactory.
Key Result Areas: Individual and Team Effectiveness	
Major Activities	Performance Measures
<ul style="list-style-type: none"> • Work effectively within the team to accomplish organisational and personal goals, taking action that respects the needs and contributions of others. • Works mainly from office base/serviced office location or onsite with customer. • Attend staff and relevant team and professional development meetings • Work collaboratively with the administration team. • Assist with projects as requested. 	<ul style="list-style-type: none"> • Participation in team based activities and goals <ul style="list-style-type: none"> – workload – product / program development – file transfers – present one professional topic per year. • Attendance at scheduled meetings. • Feedback from EAP administration team re Consistency re responsiveness and availability as well as completion of administrative aspects of work. • Feedback from Supervision sessions eg openness to learning. • Responsiveness to CID requests.

Key Result Areas: Process / Internal Efficiency	
Major Activities	Performance Measures
<ul style="list-style-type: none"> • Ability to document/write case notes for each file. • Conduct administrative tasks critically associated with managing the client caseload. • Maintain an accurate record of all actions on individual and project client files. • Ensure file notes and related billing data are accurately reflected in invoicing. • Participate in the rotational pager system. • Work within the existing management policies of the company as amended from time to time. 	<ul style="list-style-type: none"> • QA process checks and audits passed. • Generates ideas / solutions re process improvements. • Time sheets submitted within deadlines 100% of the time. • Case / project / file costs monitored. • Accurate coding of intervention (100%). • Clear professional presentation of all case notes, reports and documents within agreed format / template • All reports and electronic documents maintained on server (100%).
Key Result Areas: Financial	
Major Activities	Performance Measures
<ul style="list-style-type: none"> • Meet the weekly revenue obligation. • Stay within the approved funding on each file and seek approval where further funding is warranted. • Complete consultancies within budget. • Bill for services as provided using appropriate charge codes. 	<ul style="list-style-type: none"> • Level of unfunded work: <ul style="list-style-type: none"> – no more than 2 cases with clear actions noted as to what is being done to manage the situation – file audits • Nil returned invoices. • End of month revenue target achieved.