



Join Our Team!

At Families in Action, we value our team members and recognize that true compensation goes beyond salary. Thus, our benefits package, while aligned to our not-for-profit mission, are exclusive to our organization.

Here's what makes working at FIA exceptional:

Work-Life Harmony at Its Best

- 4-Day Work Week includes 3 Remote Workdays for Specialist and 1 Remote Workday for Counsellor: Enjoy an additional day off every week to recharge and focus on what matters and on your remote days, save on gas and reclaim your commute time for personal priorities.

Professional Growth in the field of Employee Assistance

- Free Individual Membership to EAPA: Through FIA's organizational membership you will have exclusive access to professional development, resources, and networking opportunities at no cost to you.
- Opportunity to earn free PDHs towards CEAP Certification

Celebrate You!

- Compensatory Leave for Birthdays and Work Anniversaries: Because your milestones deserve time to celebrate.
- FIA Day – A free scheduled day given to employees on an annual basis to **Feel Invigorated Again!**
- Monthly Virtual Team Shutdown (Social Hour): A fun way to connect and unwind with colleagues from wherever you are.

Wellness and Well-Being

- Comprehensive health benefits upon hire and support for your personal and professional well-being.

Additional Compensation

- Extra Pay for Off-Day Work: If called upon, your time is valued, and we make sure you're compensated fairly.

We're committed to fostering a supportive, flexible, and engaging work environment that puts you first. Join us and experience a workplace where benefits are designed to help you thrive - personally and professionally.

Apply today to hr@familiesinaction.net by 16th January 2025 and take the next step toward a fulfilling career with a team that truly values you. See position description below!

POSITIONS' DESCRIPTION

Division: **Clinical Services**
 Department: **Employee Assistance and Workplace Support (EAWS)**
 Reporting to: **EAWS Coordinator**
 Supervisory Responsibility: **N/A**
 Type of Employment: **Full-time, Permanent**
 Salary: **TT\$10,000.00 - \$11,999.00 / month**
 Allowances: **Travel - \$200 / month [Reimbursement of duty travel costs exceeding monthly allowance]**

Position Title:	Employee Assistance Programme (EAP) Specialist (2)	Employee Assistance Programme (EAP) Counsellor (2)
<u>General Accountability</u>	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.	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.
<u>Specific Accountabilities:</u>	<ul style="list-style-type: none"> • Service EAP accounts with standard service needs, by creating strong partnerships with Human Resource 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 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 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. 	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • Analyze 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. 	
<u>Position Requirements:</u>	<ul style="list-style-type: none"> • 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 two-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. 	<ul style="list-style-type: none"> • 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