

JOB DESCRIPTION

JOB TITLE: EAP Counselor and Account Manager (Hybrid Position)
FLSA STATUS: Non-Exempt
REPORTS TO: Director, EAP
LOCATION: Chicago, IL

CLICK LINK BELOW TO APPLY:

<https://tandem-hr-parent.prismhr-hire.com/job/209249/eap-counselor-and-account-manager-hybrid-position>

We are Workplace Solutions Employee Assistance Program, an industry leader in delivering comprehensive high touch employee assistance programs, wellness and organizational effectiveness services to widely diverse group of organizations, from large national corporations to mid-size local professional organizations. Our innovative approach has, for over three decades, integrated business knowledge and behavioral health expertise to address the personal concerns of employees and the larger concerns that cost organizations time, energy, and productivity.

These are our values: * True client partner * Accountability is key * Nonstop exceptional service
* Dedicated to success * Expert level of consultation * Maintain high integrity

Position Summary

This is a hybrid position combining Account Manager, Clinical Intake and Case Management services.

The EAP Counselor part of the position combines clinical skills with an understanding of the business environment. The position requires strong clinical assessment and counseling skills with client organization consultation around employee behavioral health and workplace performance concerns.

The Account Manager part of the position is responsible for building and maintaining client relationships and working with sophisticated Human Resources partners at high profile national/global companies.

Duties and Responsibilities

- Provide triage, assessment and referral services to clients seeking counseling, work-life or other ancillary services by phone and in person.
- Provide comprehensive assessments and short-term counseling by phone and in person.
- Utilize clinical and project management skills to manage counseling cases across a national network.
- Network and develop relationships with affiliate providers to coordinate client referrals.
- **Participate regularly in clinical supervision and request ad-hoc consultations as needed.**
- **Provide regular after-hours support/on-call coverage.**
- Develop and maintain relationships with key representatives and decision makers within our client companies.
- Provide sophisticated Management Consultation addressing employee, and organizational concerns.

- Manage requests and projects for client services including fitness for duty, trauma response, open enrollment/health fairs, training and other on-site and/or virtual activities.
- Participate in the construction and delivery of Utilization Reports.
- Deliver high level educational sessions - live and via webinar - for all audiences including executives, managers and employees on topics related to personal development, wellness, and professional growth.
- Serve as a thought partner to leadership and members of the national team.
- Other duties as assigned.

Requirements

- Licensed at the LSW or LPC level. Licensure at the LCPC/LCSW/Licensed Clinical Psychologist level preferred.
- EAP experience preferred.
- Experience in a professional role in business/human resources preferred.
- Training/experience in leadership coaching/organizational effectiveness consultation desirable.
- Professional demeanor and phone etiquette.
- Excellent verbal and written communication skills.
- Ability to work independently and as part of a team.
- Highly organized, efficient, self-motivated, strong work ethic.
- Strong multi-tasking, research and project management skills – ability to coordinate and follow-up efficiently and effectively.
- Ability to maintain emotional composure in high stress situations, ability to bounce back from stressful interactions.
- Experience managing client relationships highly desirable.
- Resourcefulness with excellent problem-solving skills – ability to think strategically and solve complex problems.
- Tech savvy – solid skills in Microsoft Office, ability to learn and embrace new technology.
- Some travel expected.

Physical Demands and Working Environment

The conditions herein 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 job functions.

- **Environment:** Work is performed primarily in a standard office environment with extensive public contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** See in the normal visual range with or without correction.
- **Hearing:** Hear in the normal audio range with or without correction.

This job description does not list all the duties of the job. You may be asked by supervisors or managers to perform other instructions and duties. This job description may be revised from time to time and does not constitute a contract for employment.