

**EAP Helpline Counsellors**

**Overview**

Role: EAP Helpline Counsellors  
Based: One of the following three options:

• Office-based at Warrington Head Office

• Hybrid - 2 Days in Head Office, Warrington, 3 Days working remotely

• Remote working.

Hours: 3, 4 or 5 days per week. Working days must include a Friday. Shifts will be 10.30am – 7pm. As we are a 24hr service, the role will include one in four weekends, and bank holidays on a rota basis. You will get this time back in lieu.

Reporting To: EAP Clinical Manager

**About Us**

PAM Wellbeing provides proactive and reactive mental health solutions to a range of multi-national clients in the private sector and public sector organisations. The business is privately owned by its directors who have a wealth of experience in providing occupational health services, employment law and business management. This allows empathy and understanding of both the challenges and the requirements of our clients. The strengths of this joined up approach are therefore in the service, which is clear, pragmatic, and wholly aligned to the client's requirements.   
PAM Wellbeing delivers to a wide variety of UK based clients (Private and Public sector) offering counselling, CBT, EMDR, training, mediation, trauma support, and EAP services.  
We are committed to putting our colleagues first and believe that a satisfied and motivated team best serves our clients.

**Role**

Role We are currently looking for qualified counsellors to join our Employee Assistance Program team. You will be based working from home on the EAP helpline providing support to employees and managers, completing clinical assessments, offering in the moment support and identifying risk and signposting to external agencies. We provide a 24/7 confidential support service to our client’s employees nationwide. They can call our number to speak to a qualified counsellor about issues such as depression, anxiety, stress, debt advice and family issues. Working as part of this team you will provide confidential advice, and further therapy if needed.

* Conducting telephone assessments including referral for ongoing psychological support
* Administering Psychometric Tools
* Providing immediate support and triage to employees
* Managing high risk calls and escalating where necessary to the appropriate services
* Offering psychoeducation where appropriate and signposting to appropriate external agencies
* Providing advice to managers/HR on a need’s basis

3, 4 or 5 days per week. Working days must include a Friday. Shifts will be 10.30am – 7pm.   
  
As we offer a 24/7 service, you will be required to work occasional bank holidays on a rota basis and one in four weekends. You will get this time back in lieu.

The training for this role will be 2 weeks online. Once fully inducted, the role will then work from a remote, office or hybrid working policy.

**About You**

* Minimum of Level 4 Diploma in Counselling Studies
* You must be a registered member of the BACP or BABCP (or equivalent ethical body) and ideally accredited or working towards accreditation
* Telephone counselling experience
* A qualification in CBT would be advantageous but not essential
* Experience or an interest in email counselling beneficial
* EAP Experience desirable but not essential
* Computer literate essential

**Our Values**

At PAM we are passionate about people and delivering our Everyday Things That Matter Values and Behaviours to our customers and our colleagues. Our cultural philosophy is based on putting our people first, creating high performing teams who deliver great services for our clients.   
We’re looking for driven and ambitious professionals to join our team, who are just as passionate about our philosophy and values as we are:

* Hard Work & Enthusiasm; we believe hard work should be rewarded, we go the extra mile to achieve our goas and support each other and enthusiasm and passion are part of our DNA.
* Teamwork & Friendship; our colleagues share a sense of belonging; we understand collaborative working means better decisions making and we support each other to achieve common goals.
* Loyalty & Improvement; we are dedicated to personal and professional development. Our PAM Academy mentors’ colleagues and provides support to help you be the best you can through offering a wide range of CPD opportunities.

**Employee Benefits**

* We pay your auto-enrolment pension contribution of 8%, you can also make enhanced contributions which are matched up to 5%
* You will have a life insurance scheme valued at 4 x your annual salary
* 33 days annual leave including bank holidays
* Health Cash Plan Scheme, which covers you for things like Opticians, Dental Treatment and even Physio if needed!
* Flexible Working Hours
* Access to a 24/7 EAP Counselling line and a 24/7 GP line
* Amazing discounts on things like food and drink, retail and days out, all through our rewards scheme.
* Support with training and development