

Employee Assistance Professional

At APS Healthcare, we are passionate about changing behaviors of all constituents in the healthcare system to improve health, optimize clinical quality, and reduce associated costs. Our mission, quite simply, is to improve the health of those we serve.

We are looking for a seasoned EAP Consultant to perform in-depth telephonic assessments and consultations. This position provides short-term problem resolution; referral and follow up for managers, employees and family members covered by APS' Employee Assistance Program. The EAP Consultant will be working 40 hours per week in our Columbia, MD office.

Responsibilities

- Performs routine and urgent clinical risk assessments; expert consultation; short term problem resolution; referral and follow up for all members seeking services.
- Performs management consultation services to all levels of management and human resources within our extensive customer base. The EAP Consultant must be able to assess a wide array of workplace issues and develop appropriate action plan. The consultant must be knowledgeable of key legislation impacting the workplace such as ADA, DOT, and Sexual Harassment and Duty to Warn.
- Demonstrates thorough understanding of APS' customer base and be up to date with issues impacting customers, both from a legislative perspective as well as from a customer specific perspective.

Qualifications

- Master's Degree in social work, counseling, psychology or related field required.
- Independent license preferred.
- Minimum 3 years employment in the mental health field where the assessment of mental illness and substance abuse was a key function.
- 2 years EAP experience preferred.
- Some call center experience is highly preferred.
- Must demonstrate knowledge of workplace risk factors and be able to assess potential violence in the workplace. The consultant should understand the CISD process and be able to develop an action plan to address immediate customer needs.
- Must have the clinical expertise to perform a thorough risk assessment and develop an action plan that meets clients immediate and short term needs.
- Advanced knowledge in chemical dependency, indicators of risk associated with withdrawal, and appropriate treatment modalities.

- Perform risk assessments (depression, substance, domestic violence, suicide, homicide and the potential for workplace violence) with the ability to engage and direct clients to appropriate resources based clinical presentation and level of urgency.
- Must have the ability to assess an array of complex psychiatric and work/life needs in a diverse client population.
- Must have knowledge of confidentiality laws and their exceptions.
- Understand the concept of the dual client.
- Ability to multi-task in a fast paced environment and remain calm in a crisis.
- Strong customer service skills.
- Excellent written and verbal communication skills.
- Ability to problem solve, exercise judgment, and make critical decisions.
- Strong organizational skills.
- Ability to be flexible and adapt to change.
- Ability to work independently but know when to seek supervision if needed.

Application

If you are interested in this opportunity, please apply online to requisition #2885 at www.apshealthcare.com. APS Healthcare is an Equal Opportunity Employer and participates in the E-Verify Program.

Questions

If you have questions about this opportunity, please contact David Lower, EAP Clinical Director, at 410-872-2093.