

Weekend Night Counsellor

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Company: Portfolio Group

Location: United Kingdom

Category: office-and-administrative-support

Posted On: 12th April 2024

Shift Patterns: 7pm – 7am Sat, Sun, Mon OR 7pm-7am Weds, Thurs, Fri OR 8pm – 8am Mon, Tue, Wed OR 8pm – 8am Tue, Wed, Thur

Remote Night Counsellor;

Portfolio are proud to be exclusively representing our Client who are a trusted health and wellbeing network who have been making a positive difference in over 15 million lives, in their search to add a Telephone Counsellor to their team. Our client offers the most comprehensive employee assistance programme on the market, giving 24/7 caring and compassionate support services to employers from organisations of all sizes, across the private, public and non-profit sector, to business partners, individual users, employees and their family members.

We are looking for professional, hard-working candidates with strong communication, high levels of computer literacy and high levels of organisational ability with a desire to provide emotional support and guidance and make a difference to people's lives. The successful candidate will be responsible for providing one off emotional support to individuals, conduct clinical assessments and sign post to specialised support services. This is a fantastic opportunity to develop in a professional healthcare environment and to make a difference to many people's lives.

Day to Day Responsibilities as a Night Counsellor:

- * To provide an efficient and effective telephone counselling service to all callers.
- * To effectively answer calls and triage to determine the most appropriate type of support

required, i.e. advice, counselling etc.

- * To demonstrate an ability to work with a variety of individuals and presenting issues, including those who are distressed.

- * To take accurate information and record on the Health Assured data base.

- * Demonstrate a thorough understanding of the Health Assured products available to a caller and understand what support is most appropriate for the individual's needs. i.e., Debt, Legal, Critical Illness, Talk to a Doctor etc.

- * Warm transferring callers to the appropriate person and managing expectations at all times. i.e. Legal Department, Talk to a Doctor.

- * Provide "In the moment support" to callers presenting with support needs.

- * To arrange follow up and check in calls when deemed appropriate.

- * To undertake training provided by Health Assured and to utilise appropriate skills within calls, i.e. working with trauma, working with suicide, clinical assessment, safe guarding etc.

- * Upon mutual agreement to undertake Structured Telephone Counselling cases.

- * Understand and embrace a "Solution Focused Philosophy" in order to help a caller achieve an outcome in the shortest space of time possible.

- * Work to and exceed individual and team goals. For example, an individual goal is to achieve a minimum of 25 calls per day.

- * Personally ensure all call backs and queues are efficiently managed and ensure individual actions do not impact upon the availability of the service.

- * Demonstrate the ability to work under pressure and to prioritise call lengths to ensure that "call backs" are reduced to an absolute minimum.

- * Demonstrate the ability to provide excellent customer service at all time.

In order to be considered for this opportunity it is essential that you have the following:

- * Minimum diploma level 4 in Counselling & minimum of 100 counselling hours

- * To be a member of the BACP

- * Relevant telephone experience

- * High level of computer literacy (MS Office, Word, Excel and PowerPoint)

- * High level of organisational ability; ability to work to tight deadlines and targets

- * Good communication and customer service skills

- * Accredited with the BACP or eligible for the accreditation process

- * EAP experience is desirable.

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