

KEPRO is a rapidly growing national quality improvement and care management organization. We work to ensure that over 20 million people receive the right care, at the right time, in the right setting. KEPRO is seeking resumes for a highly experienced professional.

Summary:

KEPRO is seeking EAP Associates to support our Employee Assistance Program (EAP) customers. The EAP Associate position is a telephonic and located in our call center. Our associates performs in-depth telephonic assessments and consultations; provides short-term problem resolution; referral and follow up for managers, employees and family members covered by EAP.

Duties:

- 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.
- Other duties as assigned in order to assist internal and external customers in achieving EAP departmental goals.

Education:

- Master's Degree in Social Work, Counseling, Psychology or related field required.

Experience:

- Minimum two years employment in the mental health field where the assessment of mental illness and substance abuse was a key function
- Some call center experience is highly preferred

Knowledge:

- 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 skills to perform a risk assessment and develop an action plan that meets the needs of the client
- Knowledge in chemical dependency and indicators of risk associated with withdrawal
- Must have knowledge of confidentiality laws and their exceptions
- Understand the concept of the dual client.
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Skills:

- Ability to multi-task in a fast paced environment
- Ability to remain calm in a crisis
- Strong customer service skills
- Excellent written and verbal communication skills
- Ability to problem-solve, exercise judgment, and make critical decision
- Strong interpersonal skills in an environment that requires a team effort
- Self-starter with drive and desire to learn
- To be flexible and adapt to change
- Ability to work independently but know when to seek supervision

For More Information, Please Contact:

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