

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 an EAP Consultants to support our Employee Assistance Program (EAP) customers. The EAP Consultant position is a telephonic and located in our call center. Our consultants 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.
- Independent license and CEAP preferred.

Experience:

- Minimum 3-5 years employment in the mental health field where the assessment of mental illness and substance abuse was a key function
- EAP experience (2 years preferred)
- 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 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
- Must have knowledge of confidentiality laws and their exceptions
- Understand the concept of the dual client.

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 organizational skills
- Strong interpersonal skills in an environment that requires a team effort
- Creativity and ability to “think outside the box.”
- 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 if needed
- 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

For More Information, Please Contact:

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