



**POSITION PURPOSE:**

The Senior Consultant is responsible for providing excellent counseling, coaching, training and consulting services to all client organizations and individuals.

**QUALIFICATIONS:**

- Master's degree in psychology, social work or related field
- Professional licensure in good standing required
- 5 years post-master experience in a healthcare setting preferred
- Demonstrates knowledge in well being services and resources, specifically within the healthcare market
- Diverse experience in employee assistance, counseling, social work, and/or mental health services
- Knowledge and experience in core EAP services and community resources
- Superior active listening skills and a demonstrated ability to be empathetic to all client concerns
- Clinical assessment experience in the following areas: mental health, chemical dependency and crisis stabilization
- Sound clinical judgment and critical thinking skills in order to resolve client issues effectively
- Demonstrates ability to take projects from start to finish with little direction

**CRITICAL SUCCESS FACTORS:**

- Strong attention to detail and ability to multi-task and work in a fast paced environment
- To be able to adapt personal work style to best accommodate individual personalities and work styles of coworkers
- Comfortable with all aspects of Microsoft Office
- Strong time management skills
- Ability to remain calm in problem situations
- Good customer service, business, technical skills and phone skills
- Teachable – ability to learn from others and cross train different job responsibilities within the department
- Good communication skills and ability to be assertive when needed
- Ability to be flexible during the work day to adapt to a variety of non-scheduled projects
- Demonstrates ability and interest in taking initiative regarding job related and overall business related needs
- Maintain a sense of humor and develop positive relations with coworkers

**DUTIES AND RESPONSIBILITIES:**

- Case manage Performance Based and Chemical Assessment Referrals and Return to Work cases
- Provide occasional face-to-face and telephonic counseling and coaching
- Conduct a comprehensive clinical intake and assessment of the client's needs regarding core work/life and/EAP and Physician Well Being Resources (PWR) services. Educate and facilitate client referrals with a positive and professional approach and in a timely manner.

- Triage incoming PWR calls and facilitate cases from start to finish satisfying individual needs of caller, e.g.
  - engage in appointment scheduling
  - telephonic counseling
  - resource location
  - program benefit description
  - determining solutions best suited to address needs for client and organization
- Develop, manage and share information with Service Delivery and other VITAL WorkLife teams, on healthcare market trends, referral resources and best practices
- Provides crisis stabilization to clients as needed
- Maintain complete, accurate documentation of all client related information in appropriate systems, e.g. EAP Expert
- Maintain relationships and engages in information exchange with key consultants and vendors as needed
- Assist with a variety of service delivery and operational projects as requested
- Meet regularly with supervisor and attends all appropriate staff meetings such as, but not limited to, service delivery huddles and all company meetings
- Cover after hours counseling needs as a member of service delivery phone tree
- Available to conduct Critical Incident Response (CIR) services (onsite to conduct one-on-one and/or group meetings to assist employees suffering from a traumatic event, e.g. death, injury, natural disaster; supervisor training or consultation, standard or custom training, consultation to work groups/managers/organizations, employee orientation and client organization health fairs when appropriate)
- Content development for training programs or presentations, website articles and handouts
- May at times, provide on-site or webinar-based training to clients and organizations

#### **HOURS / SCHEDULE:**

Hours and schedule will be between the hours of 8 a.m. to 5 p.m. CST. After-hours On-Call rotation will be set on a rotating basis. Individual staff schedules are subject to change based on business needs.

#### **ABOUT US**

VITAL WorkLife, Inc. is a national behavioral health consulting and services company whose mission is to provide comprehensive and compassionate solutions for improving individual well being, work/life balance and organizational performance. Built on our legacy of leading Employee Assistance Programs (EAP), our growth is focused on assisting physicians, providers and their leaders to deal with issues in their profession. For more information, please see <http://vitalworklife.com/about-us/who-we-are>.

#### **LOCATION**

This full time position is based in our St. Louis Park, MN office, with periodic travel required to our secondary office in St. Cloud, MN. Position requires considerable remote-based employee and consultant interaction.

## **LEADERSHIP**

This position reports to the Director of Service Delivery

## **COMPENSATION**

This is an opportunity for a professional to assume a pivotal role in the evolution of a small, entrepreneurial, and highly respected organization. We are seeking an individual of outstanding quality with a respected track record. VITAL WorkLife is prepared to offer a competitive base salary based on our company's size with options for regular bonuses as well as health, 401K match and generous PTO benefits for this full time exempt position.

## **HOW TO APPLY**

Interested applicants should send resume and salary requirements to [Employment@VITALWorkLife.com](mailto:Employment@VITALWorkLife.com).

No phone calls please.