



EAP Clinician

Company: McLaughlin Young Group

Location: Charlotte, North Carolina

Title: EAP Clinician

Job type: Part-time (16 hours +, Mon & Tues)

Education level: Minimum of Master's degree with 5 years post experience in a mental health field, full clinical licensure.

Career level: Experienced (non-manager)

Reports to: EAP Director

Overall responsibility and qualifications:

The EAP Clinician will have at least a Master's Degree with 5 years post experience in a mental health related field and a clinical license in the state of North Carolina (e.g., LMFT, LPC, LCSW). EAP experience and/or CEAP/LEAP preferred. The EAP Clinician must have experience in customer service activities, such as, but not limited to, answering phones, transferring calls, taking messages, and phone-based customer service. In addition, the EAP Clinician must demonstrate clinical skills, such as, but not limited to, brief therapy, couples therapy, individual therapy. The EAP Clinician must be willing to be familiar with or be trained on Outlook calendar, EAP software, PowerPoint. The EAP Clinician may provide on-site crisis response within and surrounding the local region. Training in CISD response preferred.

The EAP Clinician must demonstrate the ability to communicate effectively with professionalism and sensitivity over-the-phone, video conferencing, and within the office setting. The office is a team-oriented environment. EAP Clinician must be comfortable working with others, friendly, positive, multi-task, organized, and manage well under stressful situations.

Work Schedule:

Regularly scheduled Monday and Tuesday 8am-5pm with the possibility to acquire additional hours during the week, as needed. The expectation is that the hours may vary to meet the needs of the client companies and to cover the duties of the position. On-call evening/weekend hours on a regular, rotating schedule to support our after-hours answering service.



Main areas of responsibility:

- Assess client needs and link them to providers or community resources
- Establish and maintain relationships with prospective and existing clients and providers
- Assist with maintenance of provider network, such as developing new partnerships and educating providers on EAP services
- Communicate via phone, video conferencing, and email
- Provide excellent customer service

Key areas of responsibility:

- Support and assist in the daily operations of MYG
- Maintain case notes
- Comply with HIPAA procedures
- Assist with scheduled on-call (rotation by week)
- Provide critical incidence and stress debriefings, as requested
- Assist in management consultations (e.g., formal referrals)
- Coordinate, develop, and present EAP trainings and orientations, as requested

Additional Duties and Responsibilities:

- Provide front desk coverage and back-up phones
- On-going professional development in all areas of EAP
- Support formal management referral team
- Assist outcomes team

Consults with:

- All levels of administration
- Office staff

Benefits:

The qualified clinician will be eligible to participate in a 401(k) retirement plan. McLaughlin Young also provides EAP benefits for its employees and immediate family members.

All qualified professionals are encouraged to apply. Please send cover letter expressing interest along with resume and 3 references to Dr. Faith Drew, EAP Director at fdrew@mygroup.com.