



EAP Clinician

Company: McLaughlin Young Group

Location: Charlotte, North Carolina

Title: EAP Clinician

Job type: Full-time (40-hours) with benefits

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

EAP Clinician:

The EAP Clinician position plays a crucial role in helping people achieve healthy living and greater life satisfaction by working closely with our admin and sales teams and providing direct services to our client organizations and their employees. Our office environment is healthy, supportive, and friendly; we work together for the well-being of our clients. MYgroup promotes workplace wellness and encourages a work-life balance. If you want to make a positive difference in the lives of others and value a healthy workplace, we encourage you to apply.

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, and assessing for substance use and suicidality. 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:

Flexible business day (8am-5pm) to include some evening hours (e.g., Tuesday modified schedule 10am-7pm). The expectation is that the hours will 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 (both over-the-phone and face-to-face)
- 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 for medical, dental, vision, and life insurance and may participate in a 401(k) retirement plan. In addition, short-term and long-term disability and paid time off are available to full-time employees. 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.