



EAP Case Manager

Company: McLaughlin Young Group

Location: Charlotte, North Carolina

Title: EAP Case Manager

Job type: Part-time (24-hours) – M, T, W 8am-5pm

Education level: Master's degree with 5 years post experience in a mental health field, full clinical licensure - preferred. Will review applicants with Master's degree and provisional license (e.g., LPC-A, LCSW-A).

Career level: Experienced (non-manager)

Reports to: EAP Director

EAP Case Manager:

The EAP Case Manager position plays a crucial role in helping people achieve healthy living and greater life satisfaction by providing in-the-moment support and brief assessment, linking clients to community resources, and building and maintaining relationships with our distance Employee Assistance Program (EAP) providers. 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:

It is preferable that the EAP Case Manager 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); however, candidates will be considered with a Master's Degree and provisional license (LPCA, LCSWA). EAP experience and/or CEAP/LEAP preferred. The EAP Case Manager 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 Case Manager must demonstrate clinical skills, such as, but not limited to, brief therapy, couples therapy, individual therapy. The EAP Case Manager must be willing to be familiar with or be trained on Outlook

calendar, EAP software, PowerPoint. The EAP Case Manager may provide on-site crisis response within and surrounding the local region. Training in CISD response preferred.

The EAP Case Manager 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 Case Manager must be comfortable working with others, friendly, positive, multi-task, organized, and manage well under stressful situations.

Work Schedule:

Flexible business day to include some evening hours. 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
- 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 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
- Assist with scheduled on-call (rotation by week)
- Provide critical incidence and stress debriefings, as requested (full-licensure required)
- Assist outcomes team



Consults with:

- All levels of administration
- Office staff

Benefits:

The qualified case manager 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.