



## EAP Clinician

Company: McLaughlin Young Group

Location: Charlotte, NC

Job Type: As needed/PRN

### Overall responsibility and qualifications:

The EAP Clinician will have at least a master's degree and a clinical license in the state of North Carolina (e.g., LMFT, LCMHC, LCSW). Applicants with associate level licenses and at least 3 years' post-graduate experience will be considered. 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 must demonstrate the ability to communicate effectively with professionalism and sensitivity over the phone 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, adaptable, and manage well under stressful situations. Additional skills must include detail oriented, thorough documentation, knowledge in code of ethics, and mandatory reporting.

### Work schedule:

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.

### Main areas of responsibility:

- Assess client needs and link them to providers or community resources
- Document case activity
- 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 and email
- Provide excellent customer service



Key areas of responsibility:

- Support and assist in the daily operations
- Maintain detailed case notes
- Comply with HIPAA procedures
- 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

Consults with:

- All levels of administration
- Office staff

MYgroup is an equal opportunity employer. We are committed to nurturing a diverse, inclusive corporate culture. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.

Qualified interested applicants should go to

<https://mygroup.bamboohr.com/jobs/view.php?id=26>