



Job Profile Employee Assistance Programme Practitioner

JOB INFORMATION SUMMARY	
JOB TITLE:	Employee Assistance Programme Practitioner
REPORTS TO:	Manager: Employee Wellness
JOB GRADE:	C4/T12
OCCUPATIONAL LEVEL:	Operational
FUNCTIONAL AREA:	Employee Wellness
COMPANY:	PIKITUP SOC (Ltd)
LOCATION:	Head Office/ Various depots

ROLE PURPOSE
<ul style="list-style-type: none"> ➤ To professionally assist Pikitup in addressing productivity issues by identifying and resolving personal concerns, including, but not limited to health, marital, family, financial, alcohol, drugs, legal, emotional, stress, or other personal and organizational issues that may affect job performance and employee wellness. ➤ Training and development of Pikitup's leadership on effective management of employees who have personal and work related problems. ➤ To alleviate challenges which may impact negatively on job performance and psycho-social functioning of employees. ➤ To analyse the Pikitup environment and trends to provide interpretations of stats and proactively undertake preventative measures. ➤ Develop EAP programs to conduct training to meet business goals. ➤ Coordinate, manage, monitor and evaluate the implementation of Employee Assistance Programmes within Pikitup and its business partners coupled with marketing of EAP programmes and case management.

ROLE REQUIREMENT	
Essence of the role/Key Accountabilities	Key Activities / Decision Areas
a) EAP Policy and Procedure	<ul style="list-style-type: none"> • Identify gaps in terms of EAP policies. • Research on identified areas of needs utilizing monthly and quarterly reports as reference. • Benchmark concepts within the policy with internal and external stake holders • Formulate and review EAP policies when due for review • Implement and communicate EAP policies and processes • Ensure that the principles and focal areas of the EAP policy are applied fairly, consistently and in a balanced manner with regard to the interest of all the various stakeholders • Monitor and evaluate effective implementation of EAP policies • Develop EAP protocols for further implementation of programmes • Design and implement relevant EAP forms and documents. • Ensure compliance with applicable HR Legislation, Employee Assistance Professional Association of SA. [EAPA] and Social Workers



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	Act
b) Specialized EAP Support	<ul style="list-style-type: none"> • Therapeutic Intervention • Conduct confidential, timely and effective problem identification and resolution for employees and family members • Provide EAP and HIV/AIDS counselling services to employees and their dependents/family members • Develop plan of action per person based on results of assessment and needs • Establish an external network of resources (e.g. psychologists, Nurses, Social workers, external service providers, etc) for referral purposes • Provide cost effective and appropriate interventions and refer client to appropriate internal and external resource for further assistance (if applicable) • Maintain regular contact with client and external resource to monitor progress • Conduct follow-up and after care services to ensure continued wellbeing of clients • Assist management on identifying and referring employees with psycho-social problems • Compile individual reports and forward progress report to relevant managers/supervisors within the confidentiality context • Facilitate employee rehabilitation and reintegration to the work environment • Trauma Management • Offer Trauma-defusing and trauma debriefing services to employees and their family members involved in traumatic incidents. [including cases whereby community members are involved in incidents involving PIKITUP vehicles] • Prepare and communicate step by step procedure guide for action to be taken during trauma incidents • Provide on-site trauma debriefing and containing services in extreme and / or volatile situations • Timeously defuse, contain and debrief employees or family members to lessen or prevent long-term difficulties • Offer intervention services for employees, family members and the organization in crisis situations • Crisis intervention • Provide appropriate responsive intervention services during emergencies and urgent situations • Management / Mandatory Referrals • Provide therapeutic and professional guidance to employees referred by line management • Conduct assessment and develop motivation utilizing Motivational interviewing therapy and Cognitive behaviour Therapy for and recommend appropriate external professional input (where applicable) • Develop and provide formal Management Feedback Report to referring line manager • Ensure that follow-up services are provided to clients. • Advocate for the needs and rights of employees with regards to their EAP issues, with both internal and external stake holders i.e. the management of garnishee orders. • Analyse EAP environment and trends and provide interpretations



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	<p>through the use of monthly, and quarterly stats.</p> <ul style="list-style-type: none"> • Maintain detailed and confidential client files in accordance with legal requirements • Keep client's records safe and secure according to legal requirements.
c) Training	<ul style="list-style-type: none"> • Develop EAP training manuals and conduct relevant trainings according to the need to line management • Conduct workshops to educate the business on EAP processes, policies and services • Conduct survey on EAP related topics • Research and benchmark on appropriate EAP program e.g. absenteeism management • Review EAP training manuals every two years • Conduct educational awareness campaigns on EAP programmes targeting all employees within PIKITUP. • Ensure that programmes are in place to mitigate employee behavioural and organizational risks
d) Absenteeism and Incapacity Management	<ul style="list-style-type: none"> • Provide a psychosocial assessment on employees referred for chronic absenteeism with the goal to assist the business reduce absenteeism and to increase productivity. • Conduct home and hospital visits to employees who have been referred for Incapacity to assist with quicker recovery and therefore return to the production line. • Conduct a thorough investigation on the home circumstances of employees who are still incapacitated but have exhausted their sick leave days with the purpose of compiling psycho social reports for approval by the Managing Director. • Offer emotional and psychological support to employees who are to undergo medical boarding and involve families to assist in decision making. • Assist in the formulation of Depot based Incapacity/absenteeism management committees • Provide incapacity management training workshops to line management. • Promote sustainable management of cases by supervisors through regular consultations
e) Substance Abuse Management	<ul style="list-style-type: none"> • Provide assessment and intervention in substance abuse cases and provide an in- house intervention through a specialized intervention process involving the family. • Develop an individual intervention plan with the use of Cognitive Behavioural Therapy (CBT) and Motivational Interviewing to address substance abuse problems • Where necessary facilitate rehabilitation through an external service provider in conjunction with the family for social support. • Visit the employee at Rehab to provide motivation and support • Assist the employee in reintegration/readjustment into the workplace following intervention by providing feedback reports to referring supervisors. • Render after care support services to the individual together with family



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	<ul style="list-style-type: none"> • Monitor intervention outcomes after re-entry of an employee who has undergone treatment. • Develop and facilitate aftercare support groups for all employees who are from rehab. • Coordinate by inviting relevant external service providers to come and motivate and educate the graduates on a monthly basis.
f) Project Management	<ul style="list-style-type: none"> • Initiate, plan and implement projects to address identified needs in the HR strategy identified as risks to achieving the organizations goals, such as Debt management programme, substance abuse, Pre- retirement programmes, stress management and Trauma response. • Compile project reports on completion of the project in order to evaluate return on investment [ROI].
g) Monitoring and Evaluation	<ul style="list-style-type: none"> • Review programmes, services and projects as and when they are implemented. • Conduct Impact analysis on projects and programmes. • Monitor and evaluate the value, success, impact of EAP services on the work organization and individual job performance. • Utilize research to assess Return on Investment of EAP Programmes.
h) EAP Marketing Services	<ul style="list-style-type: none"> • Design, develop and ensure availability and use of promotional / marketing material for EAP (e.g. posters, pamphlets, fliers, etc.) • Promote programmes through communicating with formal channels, e.g. employee orientation programme, organised labour, management and relevant meetings • Participate in other wellness initiatives – e.g. wellness days, HIV/AIDS, campaigns in terms of health calendar, etc.
i) Networking	<ul style="list-style-type: none"> • Identify and engage with community resources that provide quality services at an affordable cost for the organization, employees and family members • Network strategically with internal stakeholders to meet business needs • Attend training, professional conferences and professional development programmes to ensure maintenance of professional accreditation
j) Ad hoc and Miscellaneous	<ul style="list-style-type: none"> • The list of tasks/duties and responsibilities contained in this document is not necessarily exhaustive, and employer is entitled to instruct the employee to carry out additional duties or responsibilities, which may fall reasonably within the ambit of the job description, or in accordance with operational requirements. Such variable tasks should be listed and recognized in the employee's performance compact.



KEY RELATIONSHIP INTERFACES

Internal Key Relationships (to Pikitup):

- Manager: Wellness
- Occupational Medical Practitioner
- All Pikitup staff

External Relationships (with departments and other key parties):

- South African Council for Social Services Profession
- NGOs
- Community based Organisations
- CoJ

Job Specific Requirements

Competencies (Knowledge, skills and attributes)

Skills	Behaviours
<ul style="list-style-type: none"> • Good communication skills • Interpersonal skills • Presentation skills • Customer care • Report writing • Problem solving skills 	<ul style="list-style-type: none"> • Ability to function independently and under pressure • Professional & quality orientated approach to work • Confident & assertive • Approachable • A change management agent • Can develop & sustain mature working relationships • Aware of own actions on workload of others (Self Responsibility) • The ability to see the bigger picture.
<p>Knowledge: understanding of relevant legislation; knowledge of relevant company procedures</p>	<ul style="list-style-type: none"> • Knowledge of relevant legislation

Qualifications

Minimum	Ideal
<ul style="list-style-type: none"> • BA Social Work Degree • EAP Certificate • Registration with SACSSP • Driver's license 	

Experience

Minimum	Ideal
<ul style="list-style-type: none"> • 3 years' experience in EAP 	



Job profile approved by:

_____	_____	_____
Name (Incumbent)	Signature	Date
_____	_____	_____
Line Manager	Signature	Date