

**Counsellor/Therapist (Employee Assistance Programme)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Counsellor/Therapist (Employee Assistance Programme)**(Grade Code: 3028) |
| **Campaign Reference** | NRS14958 |
| **Closing Date** | Monday 15th September at 12PM  |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **Workplace Health & Wellbeing Unit, Employee Assistance Programme** There is currently one permanent, whole time vacancy available in Dublin. This post will be based in Dr. Steevens’ Hospital, Dublin 8 with a requirement to work part time from St. Mary’s Hospital, Phoenix Park, Dublin 20. A panel may be formed as a result of this campaign for **Counsellor Therapist (Employee Assistance Programme) National HR Division, Workplace Health and Wellbeing Unit, Dublin** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Morgan LuceyHead of Employee Assistance ServicesEmail: eap.service@hse.ie |
| **Details of Service** | The Employee Assistance Programme is a section of the Workplace Health and Wellbeing Unit (WHWU), The purpose of the WHWU is to ensure the delivery of high quality staff support services including Staff Health & Wellbeing, Occupational Health, Staff Engagement and Employee Assistance Programmes. The Workplace Health and Wellbeing Unit is part of the National Human Resources Division.  **Employee Assistance Programme**The HSE Employee Assistance Programme (EAP) provides confidential professional support, counselling and referral services to employees. These services are designed to give employees a resource to contact for personal or work related issues that impinge on work performance or personal well-being. *Strategic Objectives of EAP* * To provide a professional and confidential EAP service to HSE employees who are affected by personal or work related issues
* To provide consultancy and support for managers on staff wellbeing issues
* To deliver a high quality EAP service which is integral to the organisation’s Health, Safety and Welfare practice
* To coordinate the Critical Incident Stress Management (CISM) Response throughout all regions.
* To identify and raise awareness of themes and trends which reflect the particular needs of the workforce and the organisation.
* To provide advice and input with regard to the development of a range of preventative, educational and training programmes
* To promote the EAP Service throughout the organisation
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| **Reporting Relationship** | The post holder will report to the National Lead, Employee Assistance Programme or other senior designated officer. |
| **Purpose of the Post**  | To be responsible for the effective delivery of a quality Employee Assistance service for the area assigned. Provide individual and group employee support through the provision of short term therapy/.counselling using psychotherapeutic models appropriate to short term therapy.Contribute to the promotion of an organisational culture of wellbeing and resilience, through the provision of a range of services aimed at individuals, managers and teams. |
| **Principal Duties and Responsibilities** | **Professional / Clinical** * Be responsible for his/her performance in keeping with good professional practice

and subject to agreed policy directives and priorities. * Provide clinical and professional leadership in the delivery of a high quality EAP

service.* Take direct responsibility for a defined caseload, as required.
* Plan and deliver evidence based counselling and psychotherapy including brief

therapies.* Provide an initial assessment service to staff and to develop referral procedures.
* Develop good working relationships with key stakeholders to provide integrated

quality care to service users. * Provide pre and post incident support for individuals and teams.
* Provide advice/information on wellbeing at work issues to employees, managers and other health professionals across the organisation.
* Ensure the implementation of current and evolving legislation, policies and

procedures, guidelines and protocols. * Contribute to the overall development of the EAP service so as to meet current and emerging trends and unmet needs.
* Work within the national framework of standards as applies to EAP Counselling.
* Provide professional leadership at meetings, committees and/or other fora as

required. * Chair and participate in case conferences with the appropriate staff when the need

arises.* Play an active role in the development of the service and undertake relevant project work.
* Participate in the development and implementation of the Staff Health and Wellbeing Strategy.
* Support the implementation of the revised EAP national management structures.
* Build on Positive Workplace Initiatives which recognise social and collective

responsibility in creating and sustaining environments that recognise staff and value resilience and innovation.**Education & Training*** Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives and attendance at courses as appropriate.
* Engage in career and professional development planning.
* To manage, participate and play a role in the practice education of student therapists.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Health & Safety** * Contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards and ensure that staff comply with same.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
* Adequately identify, assess, manage and monitor risks within their area of responsibility.
* Participate in HR Early Warning Systems which enable the organisation respond in a timely manner to predictable workplace stressors.

**Management** * Utilise appropriate performance management system for the delivery of a high quality EAP service.
* Keep abreast of developments in national policies and strategies and international best practice.
* Contribute to the development of policies, procedures and guidelines in relation to the EAP service.
* Participate in and contribute to service planning and development.
* Prepare reports as required by the National Lead, Employee Assistance Programme.
* Ensure that there are appropriate systems in place to gather relevant information.
* Ensure compliance with the EAP information management system, to ensure a high standard of recording and documentation, including service user files.
* Keep records and observe professional standards in respect of their confidentiality and security.
* Hold responsibility for managing the waiting list in a designated area i.e. keeping the list updated regarding allocations.
* Review priorities.
* Ensure clients are allocated in a timely manner.
* Engage in clinical audit, quality initiatives and service evaluation.
* Engage in administrative duties as required for the delivery of the service.
* Perform other duties, appropriate to the office, as may be assigned.
* As a mandated person under the Children First Act 2015 you will have a legal obligation to report child protection concerns at or above a defined threshold to TUSLA & to assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | Candidates must have at the latest date of application: -**1. Professional Qualifications, Experience etc.** 1.(a)(i) possess a qualification at Level 7 or higher on the National Framework of Qualifications (NFQ) maintained by the Quality and Qualifications Ireland (QQI) in a human science discipline (medical, psychological, social, educational) or hold a qualification at Level 7 or higher in a health and social care professionAND(ii) possess a qualification in Counselling or Psychotherapy recognised by The Irish Association for Counselling and Psychotherapy, or one of the five sections within a relevant body within the Irish Council for Psychotherapy<http://www.psychotherapycouncil.ie/members/disciplines> AND(iii) possess full accredited membership with the Irish Association for Counselling and Psychotherapy or one of the five sections a relevant body within the Irish Council for Psychotherapy <http://www.psychotherapycouncil.ie/members/disciplines>AND(iv) must demonstrate 2 years’ full-time (or an aggregate of two years’ full-time) experience post professional accreditation.OR1(b) (i) Possess an equivalent qualification, of which there is sufficient theoretical content, clinical placements, skills training and personal development as part of the qualification, obtained in another jurisdiction and be an accredited counsellor in another jurisdiction. AND(ii) Must demonstrate 2 years’ full-time (or an aggregate of two years’ full-time) experience post professional accreditation.OR1(c) (i) Possess a post graduate professional qualification in counselling or clinical psychology recognised by the Psychological Society of Ireland (PSI)AND(ii) Hold Full Membership of the counselling or clinical psychology division of the Psychological Society of Ireland (PSI)AND(iii) must demonstrate 2 years’ full-time (or an aggregate of two years’ full-time) experience as a professionally qualified Psychologist.OR1(d)(i) Possess a post graduate professional qualification in counselling or clinical psychology or an equivalent validated by the Department of Health AND(ii) Be eligible for Full Membership of the counselling or clinical psychology division of the Psychology Society of Ireland (PSI) and achieve Full Membership prior to appointment. AND(iii) must demonstrate 2 years’ full-time (or an aggregate of two years’ full-time) experience as a professionally qualified Psychologist.AND2. All candidates must possess the requisite knowledge and ability, including a high standard of suitability and management ability for the proper discharge of the duties of the office. **Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character**Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | Demonstrate experience of providing an Employee Assistance or Occupational Health Counselling Service, as relevant to the role. |
| **Other requirements specific to the post** | Access to appropriate transport is required as post will involve frequent travel. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge** * Clinical knowledge, clinical reasoning skills and evidence based practice appropriate to carrying out the duties and responsibilities of the role in line with relevant legislation and standards.
* An excellent understanding of current professional issues in counselling and psychotherapy.
* Evidence of clinical knowledge and skill in the process of therapy, as relevant to the Employee Assistance Programme.
* Experience of and ability to work in an Employee Assistance programme environment
* Ability to manage client records effectively and to produce counselling reports as required
* Experience of applying evidence based practice
* Sufficient professional / clinical knowledge to carry out the duties and responsibilities of the role
* Competence in delivering a professional service and inputting into service development including project work
* Ability to utilise supervision effectively
* Willingness to develop Information and Communications Technology skills relevant to the role
* An awareness of the organisation of the HSE

**Planning & Managing Resources*** The ability to plan activities and co-ordinate resources to ensure value for money and maximum benefit for the service user and the organisation.
* The ability to prioritise as appropriate to the role.
* The flexibility and adaptability in response to workforce and service demands.
* The ability to take initiative and problem solving is required.

**Managing and Developing (Self and Others)*** Commitment to self-development for the needs of the role.
* The ability to work independently, as part of a team and work collaboratively with others.
* The ability to react constructively to setbacks and to both give direction/feedback and take direction/feedback from others.
* An understanding of processes and systems and the impact of change within the system.
* Flexibility and the ability to evolve and adapt to a rapid changing environment
* Dignity and respect at all times in dealing with clients
* Effective interpersonal skills including the ability to collaborate with colleagues etc.

**Commitment to providing a Quality Service*** The ability to lead on the delivery of a high quality, person centred service.
* The ability to work at an operational level to build alliances and learn how to best position service delivery to meet the needs of its service users.
* An understanding of the values and ethics of professional bodies and relevant organisational requirements.
* The ability to manage organisational, team and clinical challenges.

**Evaluating Information And Assessing Situations*** The ability to make decisions when faced with opposing or competing demands.
* Ability to evaluate information and make effective decisions
* Commitment to continuing professional development
* Commitment to providing a quality service
* Initiative and innovation in the delivery of service
* Ability to plan and deliver counselling/psychotherapy/brief therapies in an effective and resourceful manner
* Ability to manage self in a busy working environment
* Resilience and composure

**Communications and Interpersonal Skills*** Effective communication skills
* Effective interpersonal skills including the ability to collaborate in partnership with others within and external to the EAS.
* Sensitivity, diplomacy and tact when dealing with others.
* Effective conflict resolution skills
* Strong negotiating skills and the ability to remain firm but flexible when putting forward a point of view.
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process. Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion**  | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition. Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html)  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards tobe adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf).  |
| The reform programme outlined for the health services may impact on this role and as structures change the Job Specification may be reviewed.This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |

 **Counsellor Therapist (Employee Assistance Programme)**

 **Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is **permanent** and **whole time.** The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration**  | The Salary scale for the post is: as of **(01/08/2025)**€53,684, €56,555, €59,406, €62,672, €65,939, €69,204, €72,472, €75,736, €79,000, €82,268, €84,263, €87,566, €90,869, €94,163New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard weekly working hours of attendance for your grade are **35** hours per week. Your normal weekly working hours are **35** hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-2), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-3).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below: A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission’s website <https://www.sipo.ie/>. |

1. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)