

Job Title	EAP Account Representative
Employer/ Agency	University of Texas Health Science Center Houston
Job Description	<p>In this role you will have the opportunity to provide direct support to client companies contracting for Employee Assistance Services through UTEAP(University of Texas Employee Assistance Program), and serves as the primary contact for assigned accounts for consultation, mandatory referral service, as well as providing on-site training, utilization reporting and service recovery.</p> <p>As an Employee Assistance Program (EAP) Account Representative, EAP clinicians can advance their career and impact by providing organizational services that include but are not limited to leadership consultation on specific employee situations, education/training, promotion of mental health wellness, as well as case management services</p> <p>UTEAP is looking for a licensed clinician with EAP counseling or supervisory experience who excels at developing strong customer relationships, is effective at understanding the needs of organizations and possess strong clinical, critical thinking, presentation/teaching, and communication skills. Some travel within Texas is required.</p> <p>Position Key Accountabilities:</p> <ol style="list-style-type: none"> 1. Manage customer relationships on an on-going basis, ensuring alignment between customer needs and delivered services utilizing outstanding customer care skills. 2. Responsible for direct service monitoring and client satisfaction for external corporate clients. 3. Provides consultation to client company leadership for mandatory referrals, Fitness for Duty, approaching difficult workplace situations and ensures organizational HR policies are being followed. 4. Provides initial clinical assessment for workplace mandatory referrals. 5. Applies Department of Transportation (DOT) and other governmental regulations as related to implementing a drug-free workplace. 6. Prepares and maintains contracts and quarterly utilization reports for assigned groups. 7. Monitors SAP (Substance Abuse Professional) referrals and assists in developing an external provider network to serve new and current customer base. 8. Conducts on-site visits with clients for consultation and program promotion as well as arranging and conducting CISD (Critical Incident Stress Debriefing) services. 9. Conducts outreach activities including employee and leadership training, open

	<p>enrollment meetings, health/benefit fairs, student orientation meetings to promote utilization.</p> <p>10. Manage relationships with external vendors that provide services as part of the Employee Assistance Program provided by UTEAP.</p> <p>11. Assists in marketing, new account generation, and account retention.</p> <p>12. Clinical on-call responsibilities, including, but not limited to, crisis intervention and de-briefings.</p>
Qualifications	<p>Certification/Skills: Excellent people skills, including ability to speak in public and outstanding conflict resolution abilities Good organization skills LCSW, LPC, LMFT or LCDC Valid Texas Driver's License</p> <p>Minimum Education: Master's Degree in counseling, psychology, business or a related field or equivalent related experience.</p> <p>Minimum Experience: Four (4) years of experience working in EAP, or similar human resources experience with client management background.</p> <p>Physical Requirements: Exerts up to 50 pounds of force occasionally and/or up to 20 pounds frequently and/or up to 10 pounds constantly to move objects.</p>
Salary/Hours	<p>Salary will depend upon experience General Office Hours</p>
Employer/Agency	University of Texas Health Science Center Houston
Address	7000 Fannin
City, State, Zip	Houston, Texas 77030
Contact Person	Melissa Jackson
Telephone Number	713-500-3106
Email Address	Melissa.jackson@uth.tmc.edu
Application Method	<p>Please use the link to apply for the position http://p.rfer.us/UTH3uP30Q</p>
Opening Date	ASAP

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