

# WORKFORCE WELLNESS

## EMPLOYEE ASSISTANCE PROGRAMME

### QUALITY OF COUNSELLING SERVICE\*

#### CLINICAL CRITERIA

All affiliates abide by the British Association for Counselling and Psychotherapy (BACP) 'Ethical Framework for Good Practice in Counselling and Psychotherapy' and are subject to the Professional Conduct Procedure' therein. One of the most stringent and rigorous recruitment criteria's in the business, Workforce Wellness ensures from the outset that all affiliate counsellors are suitably qualified and resourced to provide clinical services to our clients. The following criterion applies:

- Accredited members (or those eligible for accreditation) of one of the following professional bodies: British Psychological Society (BPS), British Association for Counselling and Psychotherapy (BACP) or the Confederation of Scottish Counselling Agencies (COSCA).
- A Masters degree, Post Graduate Diploma level or recognised equivalent qualification or experience
- A minimum of 3 years post-qualification counselling experience
- At least 500 hours supervised counselling practice

Highly qualified and experienced Workforce Wellness counsellors are more able to determine whether a successful resolution can be achieved within the remit of the EAP. Their skills in applying the Workforce Wellness assessment model ensure that those needing it will be referred onward far earlier, resulting in more effective client outcomes. At the recruitment stage all certification pertaining to qualification, memberships, accreditation and insurance are vetted and verified by our Affiliate Recruitment Team. Interviews, reference checks, prior to a comprehensive orientation as to the Workforce Wellness' codes of practise and protocols, further ensure compatibility with the selection criteria.

Additionally, many have extensive commercial experience across a number of business sectors either prior to taking up a counselling vocation or in a previous clinical capacity through Welfare or other wellbeing services. This brings a strong organisational awareness and understanding of presenting issues associated with geographic fragmentation, vocational diversity, dependence on line management performance, stress, sickness & absence, work relationship issues, alcohol & drug use and bullying and harassment.

## **CASE MANAGEMENT & SUPERVISION**

Every Workforce Wellness affiliate counsellor has an allocated in-house Case Manager responsible for ensuring that clinical services provided to Workforce Wellness clients are done so in accordance with the underwriters philosophy, practice and within performance benchmarks.

This is accomplished through the process of orientating, coaching, supervising, monitoring, teaching and consulting with the affiliate counsellor. From the point of intake through to closure their primary functions include:

- Quality Assurance through a carefully designed programme of clinical peer-review, case monitoring, standardised approaches to diagnosis (DSM-IV) and extensive clinical training.
- Provision of a second clinical opinion on every critical counselling case prohibiting counsellors from making high-risk decisions unilaterally
- Through their knowledge of the contract nuances detailing the client organisation's EAP specifications, guiding affiliate counsellors in delivering services that meet the terms of specific contracts variable by client.
- Responsible for administrative tracking of cases, collating all necessary data for entry onto the confidential clinical management system for reporting purposes and assuring that the Affiliate Counsellors are paid for their work.

The Workforce Wellness unique Case Management system therefore ensures quality of service delivery from the initial assessment session through to follow up and case closure. In addition we have a policy of internal and external audit of case records to sample all clinical area performance over time.

All of the Workforce Wellness counsellors have a clinical supervision programme to monitor the overall quality of work and performance, which is required to maintain accreditation.

The supervision includes:

- Case management of each clinical case
- Group supervision
- Peer Clinical Record Review
- In-Session Consultation
- Individual Supervision
- Continual Professional Development plan

Counsellors keep up to date with developments through the Workforce Wellness Continued Professional Development (CPD) policy through activities such as; post-qualification training courses, presentation or attendance at conferences, research, attendance at recognised and accredited seminars and workshops, professional committee work, reading and maintaining a CPD log book.

## QUALITY ASSURANCE STANDARDS

The has a stringent monitoring system of all of it's services (all measured to BSI ISO 9001:2000) as detailed below:

### Internal Measures:

- The CARES IT system contains all clinical records and demands adherence to assessment and case management procedures
- Line Management conduct weekly documentary and silent telephone audits of Service Centre Operations staff.
- Every counselling case is supported by highly qualified Case Managers
- All of our counsellors are supported through a clinical supervision programme which ensures through individual and group supervision, peer review and in-session consultation, the quality of their work
- In addition we have a policy of internal and external audit of case records to sample all clinical area performance over time
- All of our clinical staff must participate in our Continuous Professional Development Programme

### External Measures:

- External Audit - Quarterly assessment by BSI – to maintain ISO 9001:2000 registered throughout all Workforce Wellness Services
- Independent External Audit through one of our largest clients
- Investor in People, demonstrating our commitment to the development of staff and counsellors within the organisation.
- An organisational member of the BACP (British Association for Counselling and Psychotherapy), Workforce Wellness and the underwriter are bound by its Codes of Ethics and Practice and Complaints Procedure
- All of our counsellors are accredited to, or at least eligible for accreditation, to either the BACP or BPS (British Psychological Society)
- The underwriter is an organisational member and registered external provider of EAPA (Employee Assistance Professionals Association).

\*Our Quality Management System complies with BS EN ISO 9001: 2000 for the following scope: The provision of an EAP in the field of Counselling, Stress Management, Critical Incident, Financial, Information Services and access to Legal Services. Certificate number: FS 34168

\*Workforce Wellness - Employee Assistance Programme is a branded label of service provision underwritten by PPC Worldwide. Workforce Wellness as stated in this Quality of Counselling Service overview refers only to service standards set out by PPC:

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Workforce Wellness is a specialist provider of health and wellbeing solutions combined with providing dedicated account management and support services:

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