

Telephone Clinician

ICAS Southern Africa is a counselling and advisory service aimed to ensure we as an EHWP are reaching our objective to return employees to work in the shortest possible time with the least disruption to their productivity through counselling as well as other services such as legal, financial and medical telephonic advice.

The primary role of this position is to provide high quality and professional Solution Focused counselling and information support service to employees of client companies telephonically. It is a full time position and the job holder will be based at ICAS head office in Sandton, Johannesburg.

The National Support Telephone Clinician (Psychologist/Social Worker/Registered Counsellor) will be required to take on any other relevant work related duties as required by management: NSC Managers.

The role of the National Support Centre Clinician is to provide Solution Focused telephonic counselling and EAP services, of the highest possible standard, to the clients calling into the National Support Centre.

Requirements

- Minimum of a Master's Qualification as a Clinical/Counselling/Educational Psychologist and current registration as such with the HPCSA.

Minimum of an Honour's Qualification as a Clinical Social Worker and current registration as such with the SACSSP.

Minimum of a B Psych Degree with registrations at the HPCSA as a registered counsellor.
- Candidate must be able to undertake therapy in a minimum of two languages, of which Afrikaans is one of them.
- Knowledge about and skilled in providing Solution Focused Therapy to clients
- Provide counselling within a short-term framework

REGIONAL OFFICES:

Kwazulu-Natal +27 (0) 31 764 4882
Western Cape +27 (0) 21 673 6500

ICAS Employee and Organisation Enhancement Services Southern Africa (Pty) Ltd Registered in South Africa No. 1998/008545/07 VAT No. 4760174203

Part of the group of Lyra Health Holdings, LLC, a company incorporated under the laws of Delaware with file number 6410815, having its registered office at 251 Little Falls Drive, Wilmington, DE 19808

This information is classified as General (INTERNAL) and may not be shared with external parties.

Preferred

- A background in EAP
- Experience in providing telephonic counselling.
- Proficient in Afrikaans, both written and spoken

Core Responsibilities:

- To provide the first point of contact for employees accessing ICAS Southern Africa
- To provide all the services to which the caller is entitled in a professional and respectful manner and to standards agreed with the NSC Managers
- To accurately capture all information on the database pertinent to the clinical management of the case
- To adhere to all clinical protocols and procedures as laid out by Clinical Management
- To adhere to the operational standards as set out by Operational Management

Secondary Responsibilities:

- To keep abreast of developments within client organisations and with changes to service offerings
- To attend all relevant meetings, training and staff support groups
- To attend regular and scheduled counselling supervision with the external counselling supervisor

Skills/Attributes

- Computer literacy & ability to type fast
- Ability to effectively merge Clinical and EHWP focus
- Client service orientation

REGIONAL OFFICES:

Kwazulu-Natal +27 (0) 31 764 4882
Western Cape +27 (0) 21 673 6500

ICAS Employee and Organisation Enhancement Services Southern Africa (Pty) Ltd Registered in South Africa No. 1998/008545/07 VAT No. 4760174203

Part of the group of Lyra Health Holdings, LLC, a company incorporated under the laws of Delaware with file number 6410815, having its registered office at 251 Little Falls Drive, Wilmington, DE 19808

This information is classified as General (INTERNAL) and may not be shared with external parties.

- Articulate
- Good telephone manner and ability to provide telephonic therapy
- Risk Assessment
- Good time management ability
- Ability to work within a team
- Ability to work well under pressure
- Ability to function within a structured call centre environment
- Business and commercial awareness

Special Conditions

The position of National Support Centre Telephone Clinician is a shift position based in a call centre environment from Monday to Friday.

This job specification is not exhaustive and will be reviewed as the role develops.

Several pre-employment checks are pre-requisites prior to hiring external applicants e.g. criminal checks, reference checks, past employment history checks, ID verification, qualification verification, residence and credit checks.

Reply to:

Please send your CV and Cover letter to aeastes@icas.co.za

Closing date 25 May 2023.

REGIONAL OFFICES:

Kwazulu-Natal +27 (0) 31 764 4882
Western Cape +27 (0) 21 673 6500

ICAS Employee and Organisation Enhancement Services Southern Africa (Pty) Ltd Registered in South Africa No. 1998/008545/07 VAT No.4760174203

Part of the group of Lyra Health Holdings, LLC, a company incorporated under the laws of Delaware with file number 6410815, having its registered office at 251 Little Falls Drive, Wilmington, DE 19808

This information is classified as General (INTERNAL) and may not be shared with external parties.