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# Example of EAP Counselor Job Description

Our company is looking to fill the role of EAP counselor. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for EAP counselor

* Collaborate with a team of highly skilled EA clinicians
* Conduct telephonic, in-person, on-line (chat) and video consultations with individual members
* Establish and maintain positive customer relations with Providers/Referral Agencies in order to facilitate referrals to benefit plan and non-benefit plan services when indicated
* Follow-up with the client, family and/or provider to ensure needs are met
* Conduct case management activities when indicated according to account specific guidelines
* Facilitate aftercare and discharge planning when /where indicated
* Conduct didactic presentations, work-site/supervisory consultations, work-site interventions and critical incident debriefing as required by client companies
* Establishes and maintains cooperative relationships with community agencies which may be helpful to clients
* Supervises follow-up/tracking of EAP/FAP clients
* Develops, implements and presents EAP/FAP and Mental Health related educational presentations for the purpose of training or informing large groups of people

## Qualifications for EAP counselor

* Experience in facilitating client positive behavioral change
* 1-3 years of EAP, Behavioral Health or Social Services experience is needed!
* Must be able to work required evening shift listed
* Must be able to work required overnight shift listed
* Must be able to work required afternoon shift listed
* Formulate accurate description of member’s clinical presentation in their individual clinical records and maintaining appropriate records, case notes, forms and reports database entries