



EAP Counselor

Job Title: EAP Counselor

Status: FT / Exempt

Reports To: Executive Director - BSO

Location: Vestal, NY

Summary of Role:

eni is seeking an experienced EAP Counselor to join our team in Vestal, NY. EAP Counselors will be responsible for managing EAP intakes, providing supervisory referral management, and completing all EAP requirements and documentation. In addition, this position will facilitate the delivery of treatment by overseeing benefits authorization, providing guidance and input to members, and conducting business consistent with our corporate vision. **eni** has a strong brand promise to provide the highest level of customer service and satisfaction in the industry and has articulated core corporate values that support this commitment. The EAP Counselor will demonstrate flexibility, professionalism, and desire to grow and learn.

Specific Job Expectations and Responsibilities:

- Assures clients receive timely and appropriate care using **eni** protocols for triage, access and referral.
- Expectation to complete three new Intakes per hour
- Responsible for EAP Case Management
- Assign preliminary diagnosis and determine level of care
- Select and refer members to appropriate provider
- Maintains communication with all stake holders including providers, HR Managers, etc.
- Uses exceptional telephone and computer techniques to minimize case resolution time and maximize productivity.
- Responsible for EAP clinical review and authorization of treatment plans for EAP caseload.
- Manages Supervisory Referral process with employees/clients and human resource personnel.
- May complete local Critical Incident Stress Debriefings and On-Site Counseling requests when staffing allows.
- Performs telephonic phone counseling when clinically indicated and manages telephonic crisis interventions to assess need and coordinate treatment access.

- Complete Wellbeing Assessment with clients to identify other services that may assist and submit requests for follow up.

Credentials/Preferred Experience:

- MSW -or-
- Master's Degree in Counseling or Psychology -or-
- Registered Nurse with experience in the Mental Health Field
- Minimum of 2 years work experience in Mental Health Field
- Excellent communication skills, verbal and written
- Computer experience including Microsoft Office
- Exceptional customer service and telephone skills

eni has been a leading provider of Dynamic Benefit Solutions for over 35 years. Our company culture is based on teamwork, with everyone working hard together to reach our goals. We define our core values as:

- Deliver “WOW” through extreme customer service
- Practice Excellence in Process
- Contribute to a positive, fun environment
- Expand your knowledge base
- Be flexible and innovative

Competitive Salary, Exceptional Employee Benefits, Company perks, and a commitment to our internal culture are just a few of the reasons to consider a job at **eni**.

To apply for this position, please email your resume to:

kstopinski@eniweb.com

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EOE