

# Validium's Affiliate Network

This sheet contains some introductory information on the particular requirements of working for Validium as a Network Clinician. If there are any features of this that you feel you would be uncomfortable following, one of our Case Managers would be pleased to discuss them with you.

## What is an Employee Assistance Programme (EAP)?

An EAP is a telephone helpline and counselling resource purchased by an organisation to reduce absenteeism, sickness, tardiness and to increase productivity and wellbeing at work. Counselling is a key element in EAP work, but EAP counselling has to have a particular focus because of the nature of the EAP's relationship with the employer.

## What is EAP Counselling?

EAP counselling has to be focused on getting the employee back to being an effective member of the workforce as soon as possible. Because of the nature of EAP contracts, the counselling has to be short term (up to a maximum of 6 sessions for most contracts) and focused on providing the client with coping strategies. Skilful assessment and establishing goals and a plan for the counselling are vital to EAP work.

## Dual Client Relationship

The fundamental difference between EAP work and other forms of counselling is that EAP work is funded by the employer and has to be short-term and focused. Clearly, there will be times when EAP work brings up issues that cannot be dealt with in short-term counselling. If this happens, we would need you to refer the client on to an appropriate alternative resource, such as a specialist agency, a low-cost counselling service, or to privately funded counselling and it is helpful for you to be aware of the alternative counselling resources in your area. You may not refer a client on to your own practice.

## Confidentiality

Client confidentiality is also slightly different in the EAP context. Because Validium has a contract with the employer, it is important to us to be able to monitor the quality of the counselling work done by our counsellors and psychologists. Validium clinicians are asked to send in a short form, describing the work done, after each session and to submit a short assessment of overall progress after the work has been completed. It should be stressed, however, that the employer is not given any information about which individuals use the service or the content of the counselling work. Please see section below on ethics.

## The Role of the Case Manager

Ongoing casework is monitored by one of the Validium Case Managers. The Case Manager's role is to support the clinician in achieving the best results in their EAP work, and to work as a sounding board for discussion. To this end, the Case Manager and the clinician talk together after the first session and as agreed between them thereafter.

## Ethics

Validium subscribes to the ethical code of the Employee Assistance Professionals Association (EAPA) and is a Registered External Provider (No. 112). Individual clinicians adhere to BPS, BACP, UKCP or COSCA codes of ethics. Validium has also achieved certification to 'Investors in People, ISO9001 and SA8000 and is the only EAP world-wide to have achieved all three of these standards.



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