

Work-Life | Guidance Resources Provider

About ComPsych

Founded in 1984, ComPsych is the world's largest provider of employee assistance programs and is the leading provider of fully integrated EAP, behavioral health, wellness, work-life, crisis intervention services and outsourced HR solutions under the GuidanceResources brand. ComPsych provides services to more than 35 million individuals and 13,000 organizations throughout the U.S. and over 100 countries. Clients range from the Fortune 500 to smaller public and private concerns as well as government entities and Taft-Hartley groups. ComPsych creates "Build-to-Suit" programs which help employers attract and retain employees as well as improve employee productivity and performance. For more information, visit www.compsych.com

Job Summary

The Guidance Resources Provider will perform grassroots social work and assist with providing immediate resources for behavioral and emotional health, family, wellness or other life challenges. Services are provided to store employees at retail -locations primarily in high-risk, economically depressed areas.

Primary Responsibilities

- Provide resources for emergency food, housing and utilities as well as referrals for emotional issues, substance abuse, child and elder care, legal, financial or other issues
- Work in tandem with ComPsych Employee Assistance Program
- Fill out applications and forms for housing and utility assistance and other community-based resources
- Track and document utilization of services rendered
- Build rapport with store HR, management and associates to foster participation in the program
- Advocate and educate associates about the telephonic Employee Assistance Program and other benefits that are available to the associates
- Attend meetings, lunch and learns, new hire orientations, and Meet the Onsite Provider Events
- Communicate on a regular basis with the Team Resource Specialist on utilization and program updates as well as challenges that need to be addressed
- Provide back-up services to other stores in the area when appropriate and needed

Job Qualifications

- Bachelor's degree in Psychology, Social Work or related field
- Case management experience including in-person assistance with local resources such as food stamps, emergency housing, domestic violence, and utility aid
- Thorough knowledge and understanding of federal and community-based resources
- Experience in providing feedback, resources and referrals in social work or mental health concerns and navigating the community-based service system effectively
- The ability to think and react quickly to changing situations, needs and priorities
- An independent worker who can fit into the retail atmosphere
- Diligent maintenance of the amount of contractual hours required at each retail facility
- Flexibility to work some non-traditional hours based on store need
- Reliable transportation
- Stable work history required