

Job Title	EAP Account Representative
Employer/ Agency	UTHealth Science Center at Houston
Job Description	<p>UTHealth Houston is looking for an Employee Assistance Programs Account Representative with a strong mental health assessment, counseling, and crisis management experience and who is interested in expanding your experience into business and consulting opportunities with assigned EAP accounts. This position is more than mental health counseling. This position will work with a team of EAP clinicians and operations staff to provide a full range of EAP services, including consultation with contracted private and public employers on critical issues of workplace performance and the impact of assisting those employees to resolve their personal issues. This employee serves as the primary contact for assigned accounts for consultation mandatory referrals, as well as providing on-site training, utilization reporting, and service recovery. This person will focus on the clinical part of their role which involves some counseling, assessment, and crisis intervention. Applicants must have an appropriate certification, including - Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC), or Licensed Marriage and Family Therapist (LMFT) in the state of Texas. You will need to be able to deal with both faculty and students in our University system. The support you are offering will cover personal and professional concerns. Your work cycle will include gathering information, assessing, matching someone with a counselor, and then making sure the patient connects with their assigned clinician. You will also sometimes assist in marketing, new account generation, and account retention.</p> <p>This is a full-time role that is classified as exempt. You will qualify for all benefits offered by UTHealth Houston, including medical coverage, and also a pension plan run by the State of Texas. Your office will be in the heart of the Texas Medical Center.</p> <p>Position Key Accountabilities</p> <ul style="list-style-type: none"> • Manage customer relationships on an on-going basis, ensuring alignment between customer needs and delivered services utilizing outstanding customer care skills. • Responsible for direct service monitoring and client satisfaction for external corporate clients. • Provides consultation to client company leadership for mandatory referrals, Fitness for Duty, approaching difficult workplace situations, and ensures organizational HR policies are being followed. • Provides initial clinical assessment for workplace mandatory referrals. • Applies the Department of Transportation (DOT) and other governmental regulations as related to implementing a drug-free workplace. • Prepares and maintains contracts and quarterly utilization reports for assigned groups. • Monitors SAP (Substance Abuse Professional) referrals and assists in developing an external provider network to serve new and current customer base. • Conducts on-site visits with clients for consultation and program promotion as well as arranging and conducting CISD (Critical Incident Stress Debriefing) services. • To promote utilization, conduct outreach activities, including employee

	<p>and leadership training, open enrollment meetings, health/benefit fairs, and student orientation meetings.</p> <ul style="list-style-type: none"> • Manage relationships with external vendors that provide services as part of the Employee Assistance Program provided by UTEAP • Assists in marketing, new account generation, and account retention. • Clinical on-call responsibilities, including, but not limited to, crisis intervention and de-briefings. • Performs other duties as assigned.
Qualifications	LCSW, LPC, LMFT Master's Degree in counseling, psychology, business, or a related field or equivalent related experience.
Salary/Hours	\$75,000-\$85,000
Address	7000 Fannin
City, State, Zip	Houston, TX 77030
Contact Person	Brett Collum Recruiter
Telephone Number	(713) 500-3125
Email Address	Brett.D.Cullum@uth.tmc.edu
Application Method	Website https://careers.uth.tmc.edu/us/en/job/2400011K/Employee-Assistance-Programs-EAP-Account-Representative-in-Human-Resources
Opening Date	Immediately

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