

Opening Date: 15 September 2023
Closing Date: 29 September 2023
Location: Tortola
Vacancy Notice No. PSC 98 of 2023
Job Classification: Grade 13
Ministry/Department/Unit: Department of Human Resources
Position Details: One year Probationary period
Established position
Employment Type: Full-time
Remuneration/Benefits: Salary range **\$42,486-\$62,241 per annum**. Salary will be commensurate with qualifications and experience.

JOB VACANCY NOTICE Senior EAP Counsellor

Government of the Virgin Islands



ROLE SUMMARY

The successful applicant will provide counselling and support services to Government employees and provide operational and administrative support.

MAIN RESPONSIBILITIES

1. Ensure the smooth and efficient operation of the Employee Assistance Programme through management of daily operations.
2. Lead staff development/training, workshops and offers coaching to staff on performance improvements to ensure all staff are given the tools required to operate effectively.
3. Provide frontline assessment, counselling and referral services by helping employees, supervisors and Department Heads to settle work-related conflicts through providing advice, and recommending solutions to administration when repetition of individual problems indicate negative trends.
4. Perform confidential intake and screening with individual employees and / or departments for work and non-work related issues and conflicts, triages and review intake in consultation with supervisor in order to resolve issues.
5. Coordinate and / or plan scheduling of client appointments, mediation, department presentations, training and related functions in an efficient and professional manner to ensure these occur on a timely basis.
6. Provide employees with Employee Assistance Programme Service information and provide relevant referral information on community resources; coordinate service-wide departmental advertising, promotion of services and distribution of materials to ensure shared knowledge of EAP services.
7. Ensure that confidential files and records are updated and maintained securely, ensuring that ethical and legal guidelines are maintained.
8. Perform as a mediator or co-mediator for mediation in work-related disputes as assigned to ensure the flow of communication continues and matters can be resolved.
9. Supervise and train clerical, support and intern staff in performance of programmatic and administrative activities to encourage the flow of knowledge and techniques.
10. Research, analyse and prepare relevant reports.
11. Assist in conducting and documenting exit interviews with employees separating from the Public Service in a professional, timely and effective manner.
12. Ensure the administration of the unit runs smoothly by efficiently preparing reports and/or minutes, correspondence and ensuring that EAP and other wellness education materials are accessible to all.
13. Perform any other duties as required by Supervisor or any other senior officers in order to contribute to the effectiveness and efficiency of the unit.

BEHAVIOURAL COMPETENCIES

1. Manage own resources and professional development
2. Manage time effectively
3. Provide leadership in area of responsibility
4. Ensure products and services meet quality requirements
5. Analyse information
6. Provide information and advice to others

WORKING CONDITIONS/ ENVIRONMENTAL FACTORS

- Normal Office Environment
- Fieldwork

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Master's degree in Psychology, Counselling or another social science related field
- Three (3) years human resources or counselling experience
- Mediation or Alternative Dispute Resolution Training
- Excellent knowledge of Government structure, policies and procedures
- Excellent knowledge of applicable policies, regulations and laws
- Expert personal counsellor in a wide range of personal and work-related areas
- Ability to use independent judgment and to manage and impart confidential information
- Interviewing, psychological / development evaluation, conflict resolution and mediation skills
- Excellent knowledge of psychosocial interviewing and counselling techniques
- Excellent knowledge of the use of standard office equipment and computer applications
- Excellent analytical and decision-making skills

-
- Excellent interpersonal and organisational skills
 - Excellent oral and written communication skills
 - Ability to work well under pressure
-

HOW TO APPLY

All applications for employment to the Public Service, including applications for transfer under the Employee Mobility Programme must be submitted to the address provided below by the job closing date.

Agency:

Public Service Commission
c/o Department of Human Resources
2nd Floor Simms Building
Road Town, Tortola VG 1110
British Virgin Islands

or by email: hrdbvi@gov.vg

Applicants should submit the Employment Application (available at: www.bvi.gov.vg); a Résumé/Curriculum Vitae of their relevant experience and qualifications; with two personal reference letters; certified copies of identification, citizenship, and academic certifications/diplomas/licenses, along with a police certificate from your place of residency.

Applying through the Employee Mobility Programme: Applicants interested in transferring to the Public Service through the Employee Mobility Programme must submit the standard Employment Application (see above) along with the Employee Mobility Application (available at: www.bvi.gov.vg/services/emp). All sections of both forms must be thoroughly completed in order to prevent delays in processing applications. For more information about the Employee Mobility Programme, click www.bvi.gov.vg/services/emp.

Important Notice: Qualified candidates who are considered for potential employment with the Government of the Virgin Islands may be requested to provide further criminal history record information. Evidence of a criminal conviction or other relevant information obtained shall not automatically disqualify an individual from employment with the Government of the Virgin Islands.