

Newtown Neighbourhood Centre

Section 3

Human Resources

Employment Assistance Program

Policy:	Employment Assistance Program
Sub heading:	Human Resources
Status:	Operational
Approval date:	24.3.09
Approved By:	Management Committee
Review Date:	March 2012
Staff Training Date:	26.3.09

Newtown Neighbourhood Centre Inc. (NNC) has an Employee Assistance Program (EAP) that offers all permanent staff the opportunity to access counselling and emotional support services if there are circumstances or issues in their lives that are affecting their employment or ability to do their job.

What is the service?

NNC has identified counselors who can assist staff in dealing with and resolving, emotional, social or psychological issues in their lives that affect their ability to carry out their job effectively.

NNC aim to have one male and one female available to staff for counseling purposes. Staff can speak to each of the counsellors before deciding who may be best suited to them and to find out more about the counselors. Contact details are available upon request. NNC will cover the cost of up to four consultations with the counsellors to address individual employees concerns.

If a staff member requires more than four sessions NNC shall consult with counselors to ensure that issues discussed and addressed are work related, or are issues impacting on work performance and if it is of benefit to NNC to continue supporting the service. NNC will also ask how many further sessions are likely. NNC would be unlikely to support more than four further sessions.

Procedure

Staff members need to speak to the Executive Officer or one of the managers in order the access the EAP. Staff will not need to disclose why they are using the service, and the counsellors will not inform NNC of what has been discussed. EAP is a confidential service. The Executive Office or Manager will need to contact the counsellor and advise them of the staff members name and that staff will be contacting them.

Confidentiality

The counsellors will not inform NNC of what is being discussed, however, a thematic report will be sent to the Executive Officer identifying themes that are work related. The purpose of these thematic reports is to inform the Executive Officer if there are any common themes within NNC that may need to be addressed. (For example: three workers utilizing the EAPS may have identified workplace communication as an issue). No details indicating personal details/issues or specific persons involved will be disclosed. NNC will not ask what has been discussed. The only communication between NNC and the counsellor will be around confirming your employment with NNC, payment arrangements and if an extended commitment (more than four weeks) is required. After this NNC will seek to confirm that outcomes will be positive for NNC.

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