

## Worklife Support *for you*

Service Specification September 2009

### Full Service for All Staff

Worklife Support *for you* offers access by telephone for all staff 24 hours a day, 365 days a year. The services include:

- Unlimited access to **information services** and **telephone counselling** with immediate crisis intervention or counselling support;
- **Telephone debt counselling advice** through trained debt counsellors to provide assistance with multiple debts and recommendations for options available to the caller;
- Up to 5 **face to face counselling sessions** per counselling episode (case) or incident;
- Telephone access to **financial guidance** through specialist **financial advisors** to provide guidance on a wide variety of personal financial matters including but not limited to mortgages, pensions and taxation matters;
- **Telephone legal guidance** through qualified and experienced solicitors, barristers and legal executives to provide advice and guidance on all personal legal issues including matrimonial, consumer and tenancy;
- **Telephone access to information services** through experienced advisors on a broad range of issues including consumer enquiries, tenancy matters, state benefits and entitlement information etc;
- Telephone access to **dependent care advice** through specialist advisors providing information and guidance on issues ranging from identifying appropriate care homes, caring for adult relatives to benefits and allowances etc;
- Telephone access to **childcare** through specialist advisors who provide advice and guidance on a range of childcare issues ranging from parents rights, childcare options including au pairs, nannies, childminders, sourcing and appraisal of nurseries to general childcare issues;
- **Online factsheets** and links accessed via passwords for staff and managers.

The service is available to every member of staff.

### Management Consultation

Consultation and support is available to managers on any employee-related performance issue covering topics such as people management and performance, change management and personal development.

The management consultation service will be provided from 8am to 9pm.

## Categories for Management Consultation

- **Advice on appraisals** - Exploring the most effective and creative use of the appraisal process.
- **Dealing with bullying** - Dealing with allegations or problems of bullying among employees.
- **Delivering bad news** - Coaching in 'supportive confrontation' to enable managers to handle difficult interviews with employees.
- **Managing disciplinary issues** - Support with preparing for disciplinary interventions.
- **Dealing with discrimination** - Exploring problems of difference and discrimination among employees, and the formulation of appropriate strategies to tackle these.
- **Managing absence** - Discussing strategies for managing absence problems among team members.
- **Managing organisational change** - The organisation or a department is facing a period of change or restructuring: discussing the best way of supporting staff through this experience.
- **Managing chronic health problems** - Discussing the management of employees with serious or chronic illness, and the problems this can create within teams.
- **Managing conflict** - General advice in relation to the management of conflict within teams, or within the workplace in general.
- **Managing serious risk situations** - Handling situations where there is serious risk to an employee, or a group of employees. This might include suicidal risk, a threat to the company's reputation, an employee who is receiving violent threats, or a serious health and safety situation.
- **Managing performance** - Formulating an approach to concerns in relation to an employee's work performance.
- **Managing return to work** - Discussing ways of facilitating a return to work for an employee who has been on short- or longer-term sick leave, including advice on return to work interventions.
- **Stress management advice for team** - Formulating an approach to managing the stress levels within the team, including the option for stress management training.
- **Managing substance misuse** - Exploring ways of approaching a concern that a member of staff is abusing alcohol or drugs.
- **Managing team morale issues** - Discussing ways of bringing about an improvement of morale within the team.
- **Advice on counselling and other EAP services** - Finding out more about counselling and other EAP services, and how it might help staff.

## Post-Trauma Support

In the event of a traumatic incident you can turn to us for a range of immediate, on-going and, above all, sensitive support services. These include a Critical Incident Line, offering managers' support in helping their staff in times of crisis and on-site Post Trauma Support, to identify those most at risk of post-traumatic responses.

*This is an on-demand service, offered on a 'fee for service' basis and does not form part of the standard programme.*