

# **EMPLOYEE SUPPORT AND COUNSELLING SERVICE**

**MARCH 2019**

## **EMPLOYEE SUPPORT AND COUNSELLING LEAFLET**

### **DID YOU KNOW THAT YOU HAVE SOMEONE WHO WILL LISTEN TO YOU?**

You can contact the Employee Support and Counselling Service if you need help, support, advice, counselling or information:

### **HOW DO I MAKE CONTACT?**

You can contact us on:

Telephone: 55440 (if dialling internally) or 01522 555440 if calling externally

Email: [emp.supportandcounselling@lincolnshire.gov.uk](mailto:emp.supportandcounselling@lincolnshire.gov.uk)

Post: Employee Support and Counselling Service

13 The Avenue

County Offices

Newland

Lincoln LN1 1YL

**(Please mark Personal)**

### **WHAT IS THE EMPLOYEE SUPPORT AND COUNSELLING SERVICE?**

Life is often stressful. Sometimes problems at home or work can build up and begin to affect our health and capacity to work effectively. Talking to a professionally trained counsellor may help.

**This strictly confidential service is available to employees of Lincolnshire County Council and schools that have selected to "buy-back" the service from the Council.**

The Employee Support and Counselling Service can offer help in many areas. It may be that all you need is simple advice and a listening ear. Alternatively, you might have a personal difficulty that may benefit from a series of one to one counselling sessions.

The Employee Support Counsellors are all individually trained counsellors and members of the British Association for Counselling and Psychotherapy and work to their professional Code of Ethics and Practice.

You can contact the service by telephone, e-mail or post. An answerphone will take your message when there is no-one available to answer your call in person.

## **WHAT CAN I EXPECT?**

When you first contact the service, one of our team will speak to you, listen to what's going on for you and answer any questions you may have about the service. If appropriate, you may be offered an initial appointment in the counselling room at 13 The Avenue, County Offices, Newland, Lincoln LN1 1YL

During that meeting, time will be available to explore your difficulties and discuss the most appropriate support. The initial appointment will normally last for 45 minutes to 1 hour.

If counselling support is agreed this will be time limited in terms of the number of sessions allocated but will be discussed at assessment. All further appointments will be either at 13 The Avenue or at one of our counsellor's private practice in Branston.

## **WHAT IS EXPECTED OF YOU?**

To show a commitment to the counselling process you must give a least 48hrs notice of cancellation via email or telephone to avoid losing one of your sessions.

## **WILL IT COST ME ANYTHING?**

This service is free to **ALL** employees of Lincolnshire County Council (and schools that have selected to "buy-back" the service from the Council).

## **WHAT TYPE OF PROBLEM DOES THE EMPLOYEE SUPPORT COUNSELLOR HELP WITH?**

- Health and sickness problems
- Domestic and family matters
- Financial problems
- Difficulties at work
- Bereavement
- Retirement
- Personal difficulties such as anxiety, depression, loneliness or lack of self-esteem

## **WHAT DOES CONFIDENTIAL MEAN?**

We recognise that you may feel concerned about confidentiality when asking for help in the workplace. Any information given to us is treated as strictly confidential within the Employee Support and Counselling team. Your name or any other information that you give us is not shared with any other person or department without your express permission except in the following circumstances:

If we have concerns that somebody is at risk of being harmed, either yourself or a third party, particularly a child, we may have to consult with an outside agency. We would normally talk with you about this first.

If you have any concerns about confidentiality, please ask your counsellor about this when you contact the service.