

January 2012

Selection criteria for affiliate network

Stage 1) Training, Qualifications and Professional and Personal Development

AXA PPP Healthcare looks closely at the professional training and background of the applicant. There are three ways to satisfy the AXA PPP Healthcare criteria on training and qualifications :

Applicants must either:

- 1 Be a chartered clinical or counselling psychologist and registered with HPC
- 2 Counsellors should be accredited by their professional body ie BACP, UKCP, UKRC (in an accepted model of therapy) or BABCP

In addition, applicants should be able to demonstrate a serious commitment to ongoing professional and personal development. This includes regular participation in Continued Professional Development (CPD) activities. They are also expected to have a commercial awareness, and experience of assessments.

Stage 2) Professional Infrastructure

Having satisfied AXA PPP Healthcare on Stage 1 we then look closely at the infrastructure surrounding the applicant:

Applicants must:

- a) Have consulting rooms either at home or elsewhere which are set aside for the purpose and which are easily accessible, private and comfortably appointed to standards consistent with business requirements.
- b) Typically have a job or operate on a freelance basis with other private clients. (AXA PPP Healthcare does not guarantee a particular level of work. Even where we have contracts in a given area we cannot predict the level of uptake of counselling by employees)
- c) Belong to a professional organisation appropriate to their training and background (BACP, UKCP, UKRC, BPS,) and recognised in the counselling or therapy fields.

Membership of such organisations is encouraged and implies adherence to their code of ethics and practice. AXA PPP Healthcare takes as a general standard the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy or the BPS Code of Ethics and practice, or another recognised and accredited professional organisation.

- d) Have an agreed formal arrangement for counselling supervision of a minimum of one and a half hours per month (confirmed by the supervisor).
- e) Have a satisfactory reference from their supervisor and a further professional reference
- f) Be personally insured to cover their counselling work through Public Liability, including treatment risk and Professional Indemnity to the value of £2,000,000 minimum.

Stage 3) Interview and premises visit

This is the last stage of selection and a crucial one for AXA PPP Healthcare. All applicants must have an interview with an AXA PPP Healthcare representative and the consulting room where they propose to see our clients will be approved via a selection of photographs or by viewing applicants' website.

Applicants must:

- a) Create first impressions consistent with acceptable business presentation. (Comfortably smart appearance, show warmth, empathy and acceptance of business objectives and processes).
- b) Have experience of working with a short-term problem focused or crisis-intervention model of counselling, where the counselling contribution may be crucial, but short covering an average of 5 sessions (eg. work in GP. settings, student counselling).
- c) Demonstrate an ability to assess clients. A knowledge of the indications and contra-indications to short term work is necessary as is an ability to recognise major psychiatric disorders, suicide risk and substance abuse difficulties.
- d) Be familiar with their local network of referral resources and be able to make use of this.
- e) Be familiar with the CORE methodology of evaluating outcomes or to be prepared to be mentored through the process until they are able to use CORE systems efficiently, unassisted.
- f) Be required to have access to a personal computer and be able to communicate with AXA PPP Healthcare via the internet and personal email.
- g) Recognise the limits of their own professional expertise.
- h) Be able to demonstrate awareness of the "conflict of interest" which may arise through organisational counselling and be able to respond appropriately to a wide range of organisational issues.
- i) Be comfortable with and committed to their role as a representative of AXA PPP Healthcare when seeing clients on our behalf.

- j) Accept that they are part of the AXA PPP Healthcare team when counselling employees referred by us. This implies acceptance of AXA PPP Healthcare case management with accountability to case consultant/co-ordinator for feedback at certain designated points during case-work.

Consulting Room Specification

Ease and safety of access to a professionally appointed consulting room creates confidence in the client and sets the scene for a positive professional relationship with the affiliate and with AXA PPP Healthcare.

Consulting rooms used by AXA PPP Healthcare affiliates are expected to meet the following specifications.

1. Access

- Consulting rooms should be located in suitable locations. The affiliate will provide the client with directions to the consulting room and inform them on the availability of car parking space.

2. Location

- The location of the consulting room is important to the client's overall experience.
- Where consulting rooms are located in offices, medical or complementary practices, consideration is given to the client's privacy and overall experience.
- Where the consulting room is in the affiliate's home, the following are considered:
 - the availability of separate access to the consulting room
 - the impression created by the entrance to the building and consulting room
 - the floor on which the room is situated. If situated on the first floor will the client be given the impression they are being taken to a bedroom?
 - how visible/exposed is the rest of the house?
- Further consideration is given to:
 - the availability of disabled access
 - the availability and suitability of a WC for use of the client

3. The Consulting Room

- AXA PPP Healthcare affiliates only practice from offices set aside for the purpose of counselling.
- They must be spacious enough to allow the comfort of 2-3 people without risk of invasion of personal space.
- Consulting rooms must be professionally laid out and give the appearance of being devoted to professional activity.
- Sitting rooms, dining rooms, playrooms are not used as counselling rooms.
- **TV/stereo units will, if present, be concealed.**

- Personal mementoes ie. photographs, birthday and other cards, and evidence of religious, spiritual or political bias should not be visible. Candles, incense, aromatherapy burners should not be used during sessions with AXA PPP Healthcare clients.
- The room will be quiet and private with no interruption from children, animals, neighbours or heavy traffic. Telephones/fax machines/pagers should be switched off during sessions with AXA PPP Healthcare clients.
- AXA PPP Healthcare clients should not be requested to remove their shoes upon entry.

4. Storage of Client Information

This must only be stored in locked secure filing cabinets.

Additional Information

- AXA PPP Healthcare affiliates are qualified and registered in a range of helping professions (clinical psychology, social work, nursing), are specialists in career support, marital/personal relationships, drug and alcohol dependency, bereavement, debt, trauma and money management.
- In addition, AXA PPP Healthcare affiliates are business-like and aware of organisational issues which form a background to their own special role within the complete EAP service. They have well-developed diagnostic skills and a short-term problem solving focus - which also requires them to be resource-minded, linking people with other types of support promptly whenever appropriate.
- In practice, counsellors operate from different theoretical stances and from different professional perspectives. Choosing the right counsellor with the right blend of approach and professionalism, along with a set of values compatible with those of its business client's, is a significant component of the service offered by AXA PPP Healthcare.
- Furthermore, in assigning a counsellor to a specific individual, AXA PPP Healthcare may have to take into account a natural preference in the employee for particular qualities in a counsellor - for example, age, gender, cultural background, experience as well as easy access in terms of transport. AXA PPP Healthcare try to meet client preference whenever possible and appropriate.
- It is the policy of AXA PPP Healthcare to ensure that such counsellors are as far as possible available in each and every location and therefore AXA PPP Healthcare continues to invest a good proportion of its energies in the extension and supervision of its professional counsellor network.