

Seirbhís Chúnaimh
d'Fhostaithe na Stáitseirbhíse



Civil Service Employee
Assistance Service



Civil Service Employee Assistance Service

Department of Public Expenditure and Reform

Strategic Objectives 2015 - 2017

CSEAS Contact Details



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CSEAS Statement of Strategy 2015 - 2017

Introduction

1. The Civil Service Employee Assistance Service (CSEAS) was restructured in 2012 as part of the reform agenda under the Croke Park Agreement. It is a centralised Service within the Department of Public Expenditure and Reform (DPER) and a key element of the Human Resource (HR) structure in the Civil Service. The CSEAS

- forms part of the HR structure through supporting staff, enabling reduction in staff absence due to sick leave and assisting with employee underperformance where there are welfare related issues
- is an important component of the ethos of promoting employee wellness, resilience and organisational effectiveness, augmenting and supplementing the work of HR Divisions and line management
- works closely with HR Divisions to engage in early interventions to help minimise sick leave absences, assist in return to work and help restore work capacity

2. The CSEAS supports the HR function by

- assisting with the employer's duty of care to employees under Health & Safety legislation in the area of psychosocial issues such as stress, bullying and harassment
- providing support to HR Divisions and/or line management in relation to relevant policies/guidelines pertaining to staff issues in the workplace (e.g. Sick Leave, Dignity at Work, Alcohol and Drug Misuse in the Workplace, Underperformance, Disability)
- providing direct services and supports to civil servants aimed at positively enhancing the well-being of individual staff members, which in turn contributes to overall organisational effectiveness. Supporting staff in times of personal crisis aims to ensure continued effective attendance, performance and behaviour at work

3. Strategy for 2015 -2017

Having successfully journeyed through set-up phase, the CSEAS is now embedded as a core Service across the Civil Service. It is committed to building on achievements to date, seeking opportunities to refine and improve service delivery, welcoming feedback and ensuring an effective communications strategy to reach its potential client base.

CSEAS Statement of Strategy 2015 - 2017

Mission: "To offer a quality resource and support service for all staff which positively affects both individual health and well-being and organisational effectiveness".

CSEAS Key Objective

Continue to implement and strengthen the restructured CSEAS as a centre of excellence for the delivery of employee assistance services for the Civil Service

Strategies

Deliver a high quality customer service in accordance with CSEAS Protocols on service delivery

Continue to strengthen governance

Continue to strengthen stakeholder linkages

Implement an ongoing communications strategy

Seek feedback to assist in refining and improving service delivery

Outcome

Contributing to the building of a resilient Civil Service workforce

Enablers

People

Effective team committed to quality service delivery, ongoing team building, CPD and shared learning
 Effective leadership
 Stakeholder Networks

Systems

Service delivery protocols
 Effective technology
 Metrics
 Effective Internal Policies/Guidelines

Governance

Advisory Committee
 Evaluation & review processes