

Seirbhís Chúnaimh  
d'Hostaithe na Státseirbhise



Civil Service Employee  
Assistance Service



## Department of Public Expenditure and Reform

### **Civil Service Employee Assistance Service**

### **Strategic Objectives 2012 - 2014**

## **Civil Service Employee Assistance Service (CSEAS) Statement of Strategy**

### **CSEAS Mission Statement**

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

## **1      Introduction**

- 1.1 This Strategy Statement seeks to set out the strategic goals for the implementation of a shared Employee Assistance Service for the Civil Service.
- 1.2 The CSEAS is an important shared service element of the human resource structure in the Civil Service, providing a wide range of confidential supports to staff and management designed to assist employees in managing work and life difficulties. If left unattended, these difficulties may adversely affect work performance and/or attendance and quality of life. The CSEAS forms an important component of an ethos of promoting employee wellness and organisational effectiveness, augmenting and supplementing the work of HR and line management. Within the remit of the Department of Public Expenditure & Reform, the CSEAS supports the HR function;
  - 1.2.1 In supporting the employer's duty of care to its employees under Health & Safety legislation in the area of psychosocial issues such as stress, bullying and harassment;
  - 1.2.2 In relation to management of sick leave, underperformance, performance management, disciplinary issues and interpersonal issues, coming within the remit of the Positive Working Environment Policy (PWE), where there are impacting welfare related issues;
  - 1.2.3 In supporting the employer's requirements to make reasonable accommodation for the needs of persons with alcohol or drug dependency;
  - 1.2.4 By providing direct services to Civil Service employees to positively enhance the well-being of individuals which contributes to overall organisational effectiveness.
- 1.3 Providing services to managers and HR personnel, the CSEAS can work in tandem to help in situations where factors may be impacting on an employee's ability to attend, perform and behave at work to the best of his/her capacity.
- 1.4 Direct services to individual civil service employees include short-term solution-focused support in helping individuals assess and evaluate difficulties with a view to helping them plan a structured approach in coping with, managing and/or resolving issues. Issues presenting can vary widely, including financial problems, substance abuse, emotional difficulties, relationship problems, childhood traumas affecting adult life, bereavement, and work-related interpersonal difficulties. Supporting staff at times of personal crisis aims to ensure continued effective attendance, performance and behaviour at work.

## **2 Strategic Objectives**

<b>Objective</b>	<b>Outputs</b>
Implement the reform proposal, regarding the CSEAS, outlined in the Civil Service Action Plan 2010 - 2014	<ul style="list-style-type: none"><li>• Restructured model of service delivery of the CSEAS as a centralised, regionalised shared service element of the Human Resource function in the Civil Service</li><li>• Improved cost control &amp; efficiencies through central management</li><li>• Extended EAS access to <u>all</u> Departments/Offices</li><li>• Standardised model of service through a centralised managed structure</li><li>• Process review to identify and eliminate duplication and non-value adding activities</li><li>• Optimise ratios of head of staff to Employee Assistance Officer</li></ul>
Implement a high quality customer-centric service to stakeholders	<ul style="list-style-type: none"><li>• A single point of contact for ease of access by all service users</li><li>• Improved availability of service through a regionalised structure</li><li>• Enhanced pro-active initiatives to aid staff and supervisors/managers to encourage early intervention and requests for support</li><li>• Development of strong inter connectivity with relevant stakeholders e.g. HR Personnel, Managers and staff</li><li>• Development of structured feedback and evaluation systems</li><li>• Development and monitoring of a Service Level Agreement</li></ul>
Develop Internal systems to improve service delivery	<ul style="list-style-type: none"><li>• Improved reporting systems through greater use of technology</li><li>• Identification of trends in problem presentation through use of statistical data available from improved use of technology</li><li>• Enhancement of the already expert service by skill honing and pooling of knowledge and expertise</li></ul>

## **3 Action Plan**

3.1 An Action Plan, setting out timescales and targets, will be developed on the basis of the agreed Objectives and Outputs.