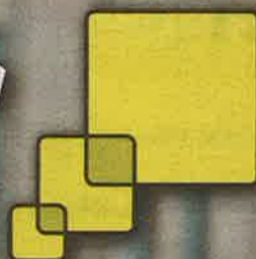


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LONG DISTANCE

Education page, inside

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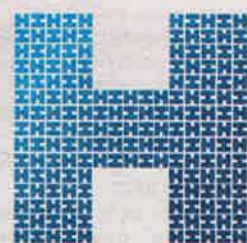
This leading FMCG Australian business is located in North Sydney but has offices in each capital city and in New Zealand. There is an opportunity to join the company as National Business Manager - Woolworths. The main responsibility will be growing market share on each brand and ensuring the business is aligned with Woolworths' strategies.

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Reporting to the National Sales Manager, you'll be responsible for achieving net contribution and sales revenue targets for all brands within Woolworths supermarkets by developing and recommending business plans. You'll also ensure that new launches, marketing and promotions are maximised and identify and implement business development opportunities.

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COVER STORY

Coping strategies

Enlightened employers are helping staff find solutions when they're troubled. By **Kim Kind**.

It's often said that talk is cheap, but when it comes to mental health and emotional well-being, talking can often stop little problems from growing into big ones.

It's a fact recognised by the 80 per cent of Australia's top 500 companies who offer Employee Assistance Programs (EAPs), which are free, confidential counselling services to help staff and their families manage challenges in their personal and professional lives.

A 2010 survey of 4500 clients by Australia's largest provider of EAPs, Davidson Trahaire Corp psych (DTC), found that engagement with an EAP resulted in an average improvement in respondents' emotional well-being of 82 per cent, a 43 per cent improvement in work-life management and a 50 per cent improvement in morale and motivation.

The chief executive of the Mental Health Council of Australia, Frank Quinlan, says more workplaces are embracing the need to care for employees' mental health in the same way they care for their physical health.

"There are a whole raft of things affecting somebody's ability to perform at work and an increasing number of employers are finding providing a broader range of support can result in a happier, more productive workplace," he says.

Early intervention is the key to mental fitness and it seems that message has been heard. The chief executive of DTC, Michele Grow, says increased awareness and willingness to seek help has led to growth in demand for EAPs, which she describes as short-term, solution-focused therapy.

"An EAP is not about solving people's problems," Grow says. "It's about helping them to have strategies to, in effect, move forward themselves."

She says counsellors can't change clients' situations but they can help them understand challenges and find ways to cope.

About 60 per cent of DTC's clients seek help with personal issues such as relationships or anxiety and 40 per cent require help with work-related problems such as team conflict, work overload or work-life balance. Clients presenting with long-term or serious mental-health problems are referred to specialists.

An initial consultation to talk through issues is often followed up in person, by phone, online or by video. The counsellor will devise appropriate support strategies and will sometimes issue behavioural homework. A client struggling with sleep could be asked to practise breathing exercises and keep a diary of their habits and someone failing to progress in their career



Talking points ... (above) Michele Grow; (below) Frank Quinlan, of the Mental Health Council. Photos: Andrew Sheargold, Danielle Smith



might be taught how to present themselves better and improve their productivity.

Counsellors can also offer support in times of crisis and critical incident and can help managers deal with employees in need or conflict. Grow says workplace conflict is frequently left too long.

"Employers often think a problem will sort itself out and it generally doesn't," she says. "It will get worse and either someone will leave, take time off or their productivity plummets and it spreads to the broader workforce."

"Often the longer things are left, the worse it's going to get, not the better."

LINKS
davcorp.com.au
beyondblue.org.au
sane.org

MyCareer.com.au

Is there help at your workplace? Tell us at mycareer.com.au/vote.

CLEAR AND IN CONTROL

It took about three minutes for an Employee Assistance Program to change Tanya Brooks-Cooper's life.

The bubbly 37-year-old welfare worker and mother of four had a new job as a youth officer with the Cairns Regional Council when she lost control of her workload and burnt out.

"There was such an opportunity to do good from my position that I just felt the need to say yes to everything," she says. "I felt like I was never done."



Brooks-Cooper was coming home so late that at times she hardly saw her children and when she did, her mind was still at work. Her whole family suffered.

"When you go home and say you've had a terrible day, everyone in the house has a terrible day with you," she says.

It was her team leader who suggested she use the council's EAP. The benefits were instant.

Her counsellor gave her simple strategies to regain control. Learning to check her to-do list before bed stopped her waking in the night and using a big desk calendar so she could visualise her schedule helped her manage time better. She was also taught how to cope with incessant emails and competing deadlines and learnt how to say no.

"Once there was that opportunity to take back some control, I was re-engaging in my role," she says. "I wasn't disengaging and panicking. Then you start achieving, which builds that cycle where you're feeling better about yourself. "It cleared up my thinking."

Clinical Professional Positions Available



Recognised as one of Australia's largest providers of aged care services, with over 2200 employees and a multi-site structure, ARV is a Christian benchmark organisation committed to best standards.

ARV Health is a service within ARV that specialises in the development and delivery of evidence-based models of care. Current models include cognition, palliative care, falls prevention, specialist nursing and social & wellbeing. ARV Health is lead by a team of professional nurses and allied health staff who design, develop and deliver these services across residential care, community care and independent living.

To further expand our services including a large focus on the development of Community Care the following positions are available.

Clinical Nurse Consultant/ Clinical Nurse Specialist - Aged Care Mental Health (Job ref. 32812)

This is a new and exciting position in ARV. The successful applicant will be a member of our multidisciplinary team of professionals who are continually developing a range of care models. This position will focus on the development of a service (and care model) which reflects best

practice in working with ageing residents who have identified mental health concerns. This is a great opportunity for an innovative and committed post-graduate professional to help break new ground in the development of this portfolio and integrate best practice into our services in collaboration with the wider mental health community services.

Nurse Practitioner (Aged Care) or Nurse Practitioner Candidate (Job ref. 32808)

ARV has established the Nurse Practitioner Aged Care (Cognition) role over the past 3 years. We are now ready to invite suitable applicants to work with our current NP in developing a wider range of services to support our residents and clients. This is a full time position which would be suitable for either a qualified NP (Aged Care) or a candidate who is currently enrolled in the appropriate Masters Program.

For more information about these roles and to apply please visit www.arv.org.au/JB and select the job number listed above.

If further information is required please contact Kris Rice, GM Care Services on (02) 9421 5422.