



## HUMAN RESOURCES & TRANSFORMATION GROUP

### ITEM DESCRIPTION:

### APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF PSYCHOLOGICAL SERVICES IN THE WORKPLACE

#### 1. INTRODUCTION AND BACKGROUND

- 1.1 City Power views its employees as the most valuable assets. We pride ourselves as an organisation in offering a high quality health and wellness service to our employees “A healthy worker is a productive worker”, thus contributing to the Company’s People Strategy.
- 1.2 Human Resources and Transformation plays a key role in building the continuity, capacity and capability that City Power needs to execute its strategy and achieve its objectives as well as promoting good mental health for all City Power employees.
- 1.3 The mental health wellbeing of employees is paramount for the effective performance of their duties in the midst of their day to day challenges that impact negatively on service delivery. Therefore the psychological services provided by City Power over the years have enabled City Power to meet its service delivery mandate.
- 1.4 City Power has always provided services which aims to address the ongoing psychological and social needs of individual employees and as such, City Power has always had a referral network of psychologists for more several challenges or interventions that requires long term clinical treatment
- 1.5 The mental health impact of Covid-19 has impacted not only those with pre-existing psychological conditions but also the broader spectrum of employees in general.

#### 2. ABBREVIATIONS

|       |  |
|-------|--|
| HPCSA | Health Professions Council of South Africa |
| EAP   | Employee Assistance Programme              |

### **3. SCOPE OF WORK**

The service provider shall provide mental, psychosocial, emotional support service and management thereof as tabled below.

#### **3.1. PSYCHOLOGIST (CLINICAL OR COUNSELLING)**

These specifications specify the general requirements in terms of service offering to City Power.

- 3.1.1 Input and validation of EAP referrals to psychiatrist/other health professionals
- 3.1.2 Intervention during Critical Incidents Stress Debriefing (CISDs)
- 3.1.3 Assessment of psychological fitness e.g. mental health
- 3.1.4 Promote online Health and Wellness newsletter and articles
- 3.1.5 Provision of EAP psycho-social intervention as and when the need arises
- 3.1.6 Trauma debriefing – support to employees and family
- 3.1.7 Support the EAP team in counselling interventions for community members in case of public fatalities
- 3.1.8 Support Employee Relations (ER) by providing employee counselling and other psychosocial interventions
- 3.1.9 Support and offer advice in case of substance abuse, gender based violence and other related challenges
- 3.1.10 Provide guidance and psycho education regarding mental health matters as well as educational articles
- 3.1.11 Collaborate with EAP Practitioners to implement appropriate and educational /awareness intervention programs
- 3.1.12 Strategically support employees and their family members and assist them to cope with effects of any pandemic.
- 3.1.13 On a monthly basis or as per need arises in consultation with the EAP/Wellness Team shall discuss the identified psychological issues, health data and trend analysis, emerging organizational health risks and report to management
- 3.1.14 Provide management consultation regarding employee's job performance
- 3.1.15 The service provider shall have the necessary resources required to execute this program
- 3.1.16 Generate, consolidate and submit reports and statistics on a monthly basis

- 3.1.17 Participate in the implementation, monitoring, review and update of policies, procedures, protocol and other guidelines in accordance with the relevant health/medical legislation/regulations and other standards
- 3.1.18 Conduct Fitness for Duty Assessment (FFD) using clinically approved assessment tools to assess an employee's mental fitness to perform a specific
- 3.1.19 Provide professional mentoring and support to Graduates in Training
- 3.1.20 The appointed service provider shall report to the Manager: EAP

### **3.2 Support Service - Executive Wellbeing Programme**

The service will be available to all City Power executives, general managers, senior managers and other relevant stakeholders as per referral by the Occupational Health unit

This program is intended to assess the emotional health status of executives and equip them to manage their stress (work and personal) effectively.

#### **3.2.1 Psychosocial Assessments (Personal Stress Mastery)**

3.1.1.1 Completion of a lifestyle questionnaire

3.1.1.2 One on one session with psychologist

3.1.1.3 Provision of a detailed individual report with recommendations provided to the employee and company doctor (OMP)

3.1.1.4 Group report highlighting trends/patterns/tendencies to be provided to the Health Services manager quarterly and at the end of the program/project

### **3.3 Support Service - Reporting of claims for accidents in respect of Post-Traumatic Stress Disorder (PTSD) and Occupational Disease**

The service will be available to all City Power employees, Interns/GITs and other relevant stakeholders as per referral by the Occupational Health unit

This service is intended to support the reporting process in case of a suspected occupationally-induced PTSD in accordance with Circular Instruction No. 172 of the Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993) as amended.

3.3.1 Completion of the relevant reporting form/s as and when required i.e.W.Cl.303 etc. within prescribed period;

3.3.2 Provision of a detailed feedback report to the Occupational Health unit

#### 4 SERVICE SCHEDULE

Psychologist = 16 hours per week

| Depot  | Day                | Hours              |
|--------|--------------------|--------------------|
| Reuven | Tuesday EAP        | 9:00 am – 13:00 pm |
| Reuven | Thursday EAP       | 9:00 am – 13:00 pm |
| Reuven | Monday O/Health    | 9:00am --13h00pm   |
| Reuven | Wednesday O/Health | 9h00am—13h00pm     |

NB: The above scheduling is expected under normal circumstances, however virtual consultation can be conducted under exceptional circumstances.

#### 5 LEGAL AND PROFESSIONAL REQUIREMENTS

| Qualifications                              | Affiliation/Professional Licences/Membership       | Work Experience |
|---|--|-----------------|
| Master's Degree in Psychology or equivalent | Health Professions Council of South Africa (HPCSA) | 3 – 5 years     |
|   | A member of the Psychologist Society of SA         |                 |
|   | Professional Indemnity Insurance                   |                 |
|   |  |                 |

## **6 DURATION OF CONTRACT**

The contract shall be for a period of three years (3), reviewable annually based on performance.

## **7 CONCLUSION**

City Power aspires to have 100% “work fit” employees to enable it to be a high performing organisation.

The demand for mental health services is increasing thus there is an urgent need to invest in life-saving mental health interventions.