



QUEEN'S
UNIVERSITY
BELFAST

A GUIDE TO YOUR 24/7 MENTAL HEALTH SUPPORT



POWERED BY  spectrum.life

A photograph of a modern office building's atrium. The walls are made of large, colorful glass panels that reflect the surrounding environment. A spiral staircase with a colorful railing is visible in the background. The overall atmosphere is bright and modern.

SUPPORT AND COUNSELLING SERVICES

24/7 mental health support, also known as your Employee Assistance Programme (EAP), provides you with immediate access to counselling support, helping you navigate any personal or work related problems.



ACCESSING THE SERVICE

Our team of fully qualified counsellors are available 24/7/365, offering you in the moment whenever you need it.

You can access the service directly from your digital wellbeing platform and app, or via WhatsApp, text, or freephone. On the platform, you can request a callback and use our live chat facility. We respond to your needs at any time, no matter where in the world you are.

Types of Problems

Our counsellors are highly experienced in supporting with personal and work related issues, including:

- Depression, anxiety, and stress
- Grief and bereavement
- Addictions
- Relationship and marital problems
- Work stress and work-life balance issues
- Workplace conflict and communication
- Life transitions such as career progression or retirement

Personalised Support

All interactions with the service are managed by a qualified and experienced team of Customer Care Counsellors. They understand the root causes of emotional issues and will guide you to the best support for your needs. The customer care counsellor you speak to on your first call will be your dedicated advisor for any queries you have or future calls you make to the service. They are with you every step of the way.

Freephone:
0800 086 9934

WhatsApp and SMS:
Text 'Hi' to +44 74 1836 0780

International*: +353 1 5180277

Explore the platform:
qub.spectrum.life/login
Org Code: QUBSTAFF

WHAT DOES THE EAP OFFER?

A telephone helpline available 24/7/365.

Mental health support for employees.

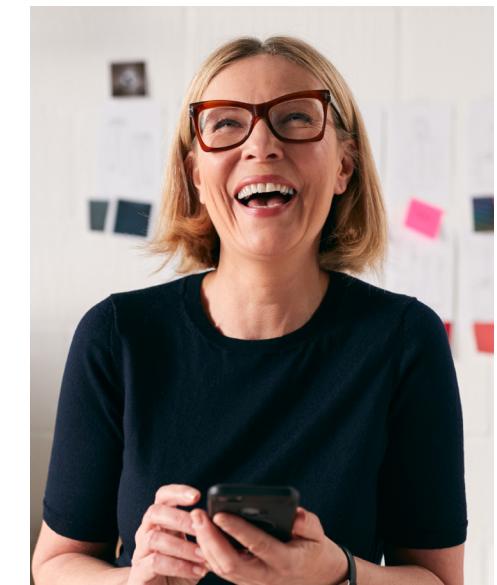
Access to the service through an engaging web portal, live chat, or app.

Immediate access to confidential telephone counselling.

Referral on to face-to-face, phone or video counselling when appropriate.

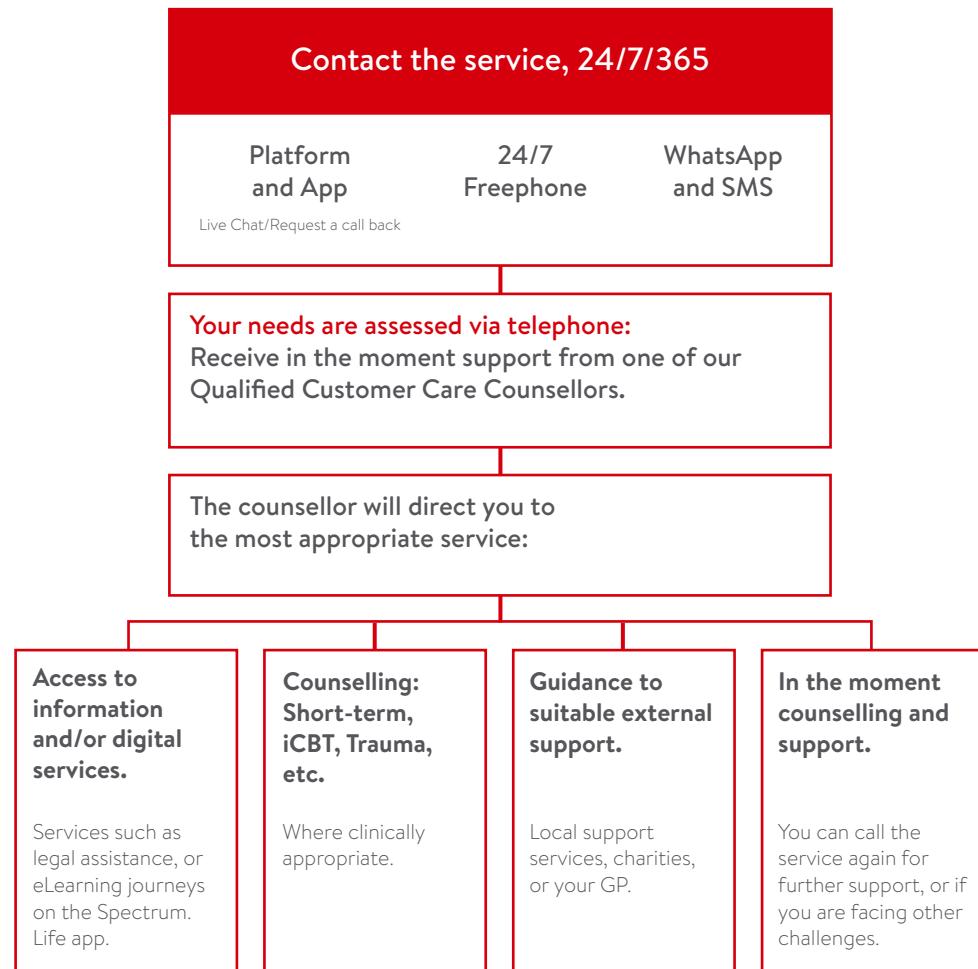
Telephone consultations with qualified experts providing practical advice in a wide range of fields.

- Legal Assistance
- Financial Assistance
- Consumer Advice
- Career Guidance
- Life Coaching
- Mediation
- Support for Non-Nationals and their Families
- Health Advice, including Physio, Podiatrists and Dietitians
- Advice on practical, day to day issues and services



*Charges apply when calling our International phone number

YOUR MENTAL HEALTH SUPPORT JOURNEY



OTHER SUPPORT SERVICES

We provide additional services which can assist you with a range of practical issues. To access these services, simply contact the EAP.

Each call lasts 30 minutes.

LEGAL ASSISTANCE

Consultations with solicitors for a wide range of legal issues including:

- Family law matters
- Property acquisition and sales
- Enduring powers of attorney
- Probate law and estate planning
- Personal injury claims
- Consumer rights and financial law

*We cannot provide legal assistance in the areas of Employment Law, Criminal Law or Immigration Law

FINANCIAL ASSISTANCE

We provide consultation on a wide range of financial issues including:

- Household budgeting
- Personal spending
- Borrowing and debt management
- Saving, investing and the possible risks
- Life assurance, income replacement and protecting loved ones
- Retirement planning

MEDIATION INFORMATION

Our team can advise around how mediation could help with disputes involving:

- Workplace conflict or bullying
- Family business
- Shareholders or partnership
- Intellectual property
- Defaulting debtors
- Defective goods or services
- Building construction or subcontractors
- Public authorities

CAREER GUIDANCE

Our career coaches can help individuals plan their future in the world of:

- Work
- Employment
- Career development
- Further education
- Training
- Learning and development

LIFE COACHING

Our life coaches can offer coaching in the following areas:

- Confidence coaching
- Presentation skills
- Communication skills
- Time management and organisation skills

SIGNPOSTING

We can recommend and direct you to a range of practical services such as:

- Home (Contractors, trades etc.)
- Travel
- Eldercare Services
- Childcare





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