

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"): Arlyn Gonzalez

Work Phone: 266-6561

2. Class Title (i.e. payroll title):

Employee Assistance Program (EAP) Manager

3. Working Title (if any):

N/A

4. Name & Class of First-Line Supervisor:

Position generally reports to the Mayor's Office for budget and policy accountability

5. Department:

Employee Assistance Program (EAP) Office

6. Work Address:

2300 South Park Street, Suite 111 Madison, WI 53713

7. Hours/Week: 38.75

Start time: 8:00 AM End time: 4:30 PM

8. Date of hire in this position: 4/17/2023

9. From approximately what date has employee performed the work currently assigned:

10. Position Summary:

This is highly responsible professional, managerial and supervisory work in developing, directing and delivering the activities and functions of the City's Employee Assistance Program (EAP) and the Critical Incident Stress Management Program (CISM). The work involves program management, development, oversight and implementation for two separate but often overlapping programs and supervision of professional clinical and non-clinical staff. In addition, this position is responsible for the development, training and oversight of an EAP Volunteer Facilitator Network and two First Responder Peer Support Teams. This position provides confidential EAP services directly and indirectly to employees, supervisors and department heads, and manages and oversees the external EAP contractual services. Under the general supervision of the Mayor's Office, the incumbent provides professional guidance at all levels of the organization, while exercising a high degree of independent judgment and discretion with confidential, sensitive information that includes liability management consultation.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 45% A. Manage and Implement the Employee Assistance Program (EAP) and Critical Incident Stress Management Program (CISM):
1. Develop and manage the City's Employee Assistance Program. This includes direction, administration and ongoing development of the internal program and the selection and oversight of the external EAP service provider.
 2. Develop and manage the City's Critical Incident Stress Management (CISM) Program. This includes directing, overseeing and monitoring a contract for services with highly skilled and credentialed Mental Health Debriefers, as well as management of all aspects of the external program to include, but not limited to service delivery, budgets and vendor contracts.
 3. Work collaboratively with HR staff in the areas of organizational development, workplace accommodations, employee benefits and other employee related issues.
 4. Supervise, develop and mentor EAP staff, providing ongoing communication and feedback to enhance work performance.
 5. Conduct regular staff meetings to ensure adequate communication.
 6. Recruit, select, train and supervise EAP Facilitators who promote EAP awareness, have confidential contact with coworkers who are seeking help from the EAP, provide support and encouragement to coworkers to deal with problems and provide information on EAP services to both employees and their family members.
 7. Develop, train, oversee and evaluate two Peer Support Programs for the Madison Police and Fire Departments. The role of the team members is to serve as a confidential supportive resource for any issue related to the impact of a critical incident, work stress, or personal life stress.
 8. Manage all administrative procedures for the operation of the EAP Office in collaboration with the Program Assistant. This includes the ability to conduct research, prepare narrative and statistical reports, develop promotional materials, and maintain and enhance confidential record keeping systems.
 9. Monitor and manage budget expenditures and prepare budget requests for review by the Mayor's Office and Common Council.
 10. This incumbent is required to attend all Mayor's Management Team Meetings with Mayoral staff and complete all assigned tasks.
 11. Formulate, manage and administer policies and program procedures to enhance service delivery.
 12. Develop and present related utilization reports, policies, operations manuals and program recommendations to the Mayor, and the Common Council.
 13. Oversee resource database and treatment contacts for use with appropriate and timely employee referrals.

30% B. EAP and Critical Incident Stress Management (CISM) Service Delivery:

1. Develop occupationally specific EAP and CISM programming for City of Madison employees.
2. Provide professional, confidential, direct services to employees and significant others for personal or work related problems that have the potential to affect job performance or general well being. This includes problem assessment, short-term counseling, referral to appropriate community or organizational resources, advocacy, and follow up as necessary.
3. Intervene with employees, family members, managers and supervisors in crisis situations.
4. Provide specialized consultation for managers, and supervisors at all levels of the organization on issues related to EAP and Critical Incident Stress Management issues in the workplace and applicable supervisory skills. This may include but is not limited to the following issues: supervisory skills for managing employees, organizational civility, culture and change management, alcohol and drug use, critical incidents, workplace violence and threats, suicide threats, conflict management, workgroup assessments, work-related stress, mental health, and grief. Serve on threat assessment teams in the context of workplace violence.
5. Facilitate grief sessions for employee groups following traumatic event or loss that impacts the work unit.
6. Facilitate Critical Incident Stress Debriefings for employees exposed to critical incidents while performing work duties.
7. Ensure coverage 24 hours, 7 days per week for consultation related to crises that occur. If internal staff are unable to respond, must coordinate and oversee response by the backup external EAP provider as defined in the contract.

15% C. Education and Prevention Programming

1. Oversee, develop and deliver training for employees, supervisors, and managers at all levels of the organization on various topics. This may include but is not limited to supervisory skills to intervene with the troubled employee, stress and resiliency, coping with change and transition, trauma, grief, managing employees during times of change and transition, workplace violence prevention, respectful workplace behaviors, AODA, mental health and critical incident response protocols.
2. Provide on-going consultation, and deliver training for Union Stewards and Employee Association Representatives on skills required for intervening with the troubled employee and referring for EAP services.
3. Develop and deliver presentations for other community resources and government agencies on EAP/CISM related topics as requested.

10% D. Other:

1. Keep abreast of local, state, and national trends and potential liability issues affecting EAP and CISM services. Ensure that service delivery follows professional guidelines and standards. Serve as the central organizational expert and consultant on these issues.
2. Establish and maintain effective working relationships with City staff, other governmental units, local and national EAP professionals, private organizations and local resources to include those agencies that deliver services through the City of Madison's insurance providers.
3. Develop strategic partnerships between the City of Madison, treatment resources and other community linkages.
4. Act as a content expert to outside organizations requesting best practice expertise related to EAP, CISM and Peer Support Programming. Incumbent serves on city and statewide advisory committees.
5. Perform related duties as required.

12. Primary knowledge, skills and abilities required:

Thorough knowledge and experience of the principles and practices of Employee Assistance (EAP) and Critical Incident Stress Management (CISM) Programs in an employment setting including behavioral health in the workplace, addressing complex situations in the workplace, training, and administrative considerations. Thorough knowledge of EAP problem identification and intervention strategies (within the context of community resources and relevant support networks). Working knowledge of supervisory principles and practices as they relate to EAP. Working knowledge of applicable mental health issues and substance abuse and treatment considerations. Ability to develop and assess organizational Employee Assistance Program objectives and components incorporating vendor services and develop responsive plans, programs, activities, policies and procedures. Ability to manage, develop and direct EAP and CISM Programs incorporating vendor services. Ability to demonstrate strong clinical skills in all aspects of the work. Ability to communicate effectively both orally and in writing. Ability to assess related problems, counsel, and to propose and/or facilitate responsive strategies. Ability to perform and integrate related services from a "systems" perspective. Ability to exercise highly independent judgment and discretion with confidential and sensitive information. Ability to develop and present related training to diverse groups. Ability to oversee, develop, train, and evaluate a diverse group of volunteer program facilitators and first responder peer support members. Ability to show empathy and compassion in difficult situations. Ability to interact tactfully and firmly with potentially hostile individuals and demonstrate effective crisis intervention skills. Ability to develop and maintain effective working relationships, both internally with employees, supervisors, and management and externally with other governmental and provider organizations. Ability to successfully interact with multicultural workforce and community members and to consider different viewpoints. Ability to maintain adequate attendance.

13. Special tools and equipment required:

14. Required licenses and/or registration:

Must possess a valid Wisconsin Driver's License.

Clinical licensure in the State of WI as required by the Department of Safety and Professional Services (DSPS) or ability to transfer from another state.

Certification as an Employee Assistance Professional (CEAP) or ability to obtain it.

15. Physical requirements:

Ability to sit or stand for long periods of time.

Must be able to commute from and to other City agency locations as needed.

16. Supervision received (level and type):

This position reports to the Mayor's Office for budgetary authority.

17. Leadership Responsibilities:

This position is responsible for supervisory activities (Supervisory Analysis Form attached).

has no leadership responsibility.

provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.

I have been provided with this description of my assignment by my supervisor.

Other comments (see attached).

Arlyn Gonzalez Castillo

Arlyn Gonzalez Castillo (Mar 13, 2024 14:27 CDT)

EMPLOYEE

Mar 13, 2024

DATE

19. Supervisor Statement:

I have prepared this form and believe that it accurately describes this position.

I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.

I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).

I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).

Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.







4 EAP Manager PD 11-8-22

Final Audit Report

2024-03-13

Created:	2024-03-13
By:	EAP- Tara Armstrong (tarmstrong@cityofmadison.com)
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"4 EAP Manager PD 11-8-22" History

-  Document created by EAP- Tara Armstrong (tarmstrong@cityofmadison.com)
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-  Document emailed to EAP- Arlyn Gonzalez (agonzalez@cityofmadison.com) for signature
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-  Email viewed by EAP- Arlyn Gonzalez (agonzalez@cityofmadison.com)
2024-03-13 - 7:26:48 PM GMT
-  Signer EAP- Arlyn Gonzalez (agonzalez@cityofmadison.com) entered name at signing as Arlyn Gonzalez Castillo
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-  Document e-signed by Arlyn Gonzalez Castillo (agonzalez@cityofmadison.com)
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