

## EMPLOYEE ASSISTANCE SPECIALIST 1-3

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible professional work, in conjunction with the Employee Assistance Program Manager to maintain the City's EAP/CISM programs for all City Departments and Divisions. Under the supervision of the EAP Manager, employees provide services and consultation with management, labor relations, training, and related organizational areas in building ongoing support for EAP utilization at every operating level. Incumbents provide intervention and direct services to employees at all levels as well as family members.

This series is structured so that the Employee Assistance Specialist 1 will advance to the 2 level as a function of obtaining the Licensed Clinical Social Worker (LCSW) credential and so that the EA Specialist 2 will advance to the 3 level as a function of increased skill and independence, familiarity with City departments/divisions, and the City's external EAP provider, and demonstration of proficiency in performing the full range of Employee Assistance Specialist duties and responsibilities, generally after approximately 2 years at the 2 level.

#### *EA Specialist 1*

This is the entry-level of the Employee Assistance (EA) Specialist progression series. Under the close to limited supervision of the EAP Manager, incumbents will become familiar with the City's operations and the interaction with the City's external EAP provider while providing EAP services to employees and family members.

#### *EA Specialist 2*

This is the objective level of the EA Specialist progression series. Under general supervision, the incumbent will be expected to independently provide services and referrals as appropriate to employees and family members. The incumbent will have more independent responsibility for coordinating volunteer activities and developing training.

#### *EA Specialist 3*

This is the advanced level of the EA Specialist progression series. Under limited supervision, the incumbent will be expected to proficiently perform the full range of EA Specialist duties and responsibilities.

#### Examples of Duties and Responsibilities:

#### *EA Specialist 1*

Under the direction of the EAP Manager, provide professional assistance to employees (and significant others) for personal problems that are affecting or have the potential to affect job

performance or general well-being; receive referrals; conduct interviews to assess needs and determine appropriate interventions/services; gather and evaluate related data; refer individuals to service providers, and/or directly provide intervention as appropriate; and provide for case management and follow-up as necessary.

Work with the EAP Manager in supporting the City's Critical Incident Stress Management (CISM) Program, incorporating the services of highly skilled mental health professionals (vendors). Provide related training and orientation. Serve on threat assessment teams in the context of workplace violence.

Work with the EAP Manager to develop and coordinate department-specific EAP and/or CISM programs. Work collaboratively with department personnel to develop operating procedures, train Peer Support Team members, provide consultation and evaluation on the delivery of services, facilitate program use, assure adherence to program guidelines, and attend regular team meetings.

Under the direction of the EAP Manager, provide specialized consultation to managers and supervisors at all levels of the organization on issues related to EAP and CISM in the workplace. Develop and provide training for employees, volunteer EAP facilitators, supervisors, managers, and union stewards on a variety of topics related to EAP and CISM issues. Establish and maintain effective working relationships with City staff and other governmental units and private organizations.

Recommend policies, including Administrative Procedure Memorandums (APMs) in such areas as Critical Incidents, AIDS, AODA, EAP; confidentiality guidelines, etc. Prepare related promotional materials including letters, announcements, brochures, newsletter articles, etc.

Administer instruments or methods (e.g., surveys, interviews, focus groups, meetings, etc.) to determine needs and evaluate programs. Compile, analyze, synthesize and evaluate this information and prepare related reports.

Keep abreast of local, state, and national trends and issues affecting EAP/CISM and related programs. Deliver presentations and consultation to other community resources and governmental agencies on EAP/CISM related topics, as requested.

Perform related work as required.

### *EA Specialist 2*

Perform the duties and responsibilities of the EAP Specialist 1 with a greater degree of skill and independence.

Recommend and implement program improvements.

Develop training for departments on issues of concern and importance.

Maintain and coordinate updates to the EAP website.

Perform related work as required.

*EA Specialist 3*

Proficiently perform the full range of duties and responsibilities of the EAP Specialist 2 under limited supervision.

QUALIFICATIONS

Knowledge, Skills and Abilities:

*EA Specialist 1*

Working knowledge of the principles and practices of Employee Assistance (EAP) and Critical Incident Stress Management (CISM) Programs in an employment setting including related, problem solving, promotional, training, and administrative considerations. Working knowledge of EAP problem identification and intervention strategies (within the context of community resources and relevant support networks). Knowledge of applicable mental health issues and substance abuse and treatment considerations. Knowledge of workplace issues such as change, conflict resolution, workplace violence, etc. Knowledge of and ability to use computer software applicable to the duties of the position. Ability to communicate effectively both orally and in writing. Ability to conduct interviews to assess related problems and to propose and/or facilitate responsive strategies. Ability to perform and integrate related services from a “systems” perspective. Ability to exercise independent judgment and discretion with confidential and sensitive information. Ability to present related training to diverse groups. Ability to develop, train, and evaluate a diverse group of volunteer program facilitators. Ability to show empathy and compassion in difficult situations. Ability to deal 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 deal with persons of varying cultural and ethnic backgrounds where communications may sometimes be difficult. Ability to take direction and follow through on assignments. Ability to maintain adequate attendance.

*EA Specialist 2*

Working knowledge of the principles and practices of Employee Assistance (EAP) and Critical Incident Stress Management (CISM) Programs in an employment setting including related, problem solving, promotional, training, and administrative considerations. Working knowledge of EAP problem identification and intervention strategies (within the context of community resources and relevant support networks). Working knowledge of applicable mental health issues and substance abuse and treatment considerations. Working knowledge of workplace issues such as change, conflict resolution, workplace violence, etc. Working knowledge of and ability to use computer software applicable to the duties of the position. Ability to communicate effectively both orally and in writing. Ability to conduct interviews to assess related problems and to propose and/or facilitate responsive strategies. Ability to perform and integrate related services from a “systems” perspective. Ability to exercise independent judgment and discretion with confidential and sensitive information. Ability to develop and present related training to diverse groups. Ability to develop, train, and evaluate

a diverse group of volunteer program facilitators. Ability to show empathy and compassion in difficult situations. Ability to deal 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 deal with persons of varying cultural and ethnic backgrounds where communications may sometimes be difficult. Ability to take direction and follow through on assignments. Ability to maintain adequate attendance.

### *EA Specialist 3*

Thorough knowledge of the principles and practices of Employee Assistance (EAP) and Critical Incident Stress Management (CISM) Programs in an employment setting including related, problem solving, promotional, training, and administrative considerations. Thorough knowledge of EAP problem identification and intervention strategies (within the context of community resources and relevant support networks). Thorough knowledge of applicable mental health issues and substance abuse and treatment considerations. Thorough knowledge of workplace issues such as change, conflict resolution, workplace violence, etc. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Ability to communicate effectively both orally and in writing. Ability to conduct interviews to assess related problems and to propose and/or facilitate responsive strategies. Ability to perform and integrate related services from a “systems” perspective. Ability to exercise independent judgment and discretion with confidential and sensitive information. Ability to develop and present related training to diverse groups. Ability to develop, train, and evaluate a diverse group of volunteer program facilitators. Ability to show empathy and compassion in difficult situations. Ability to deal 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 deal with persons of varying cultural and ethnic backgrounds where communications may sometimes be difficult. Ability to take direction and follow through on assignments. Ability to maintain adequate attendance.

### Training and Experience:

Generally, positions in this classification will require:

### *EA Specialist 1*

Graduation from an accredited college or university with a Master’s Degree in Social Work, Counseling, Psychology, Industrial Psychology, Sociology, or other related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

### *EA Specialist 2*

Licensure as a Clinical Social Worker in the state of Wisconsin.

*EA Specialist 3*

Two (2) years directly related professional experience in providing professional EAP services to employees, similar to that gained as an EAP Specialist 2 with the City of Madison. Such experience will normally have been gained after graduation from an accredited college or university with a Master's Degree in Social Work, Counseling, Psychology, Industrial Psychology, Sociology, or other related field, and licensure as a Clinical Social Worker. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

**Special Requirements**

Ability to meet the transportation requirements of the position.

**Physical Requirements**

Incumbents will be expected to travel throughout the City to various departments/divisions to meet with employees/family members and to conduct training. The incumbent must have the ability to deal with a wide variety of individuals who may present varying moods in highly emotional situations.

<b>Department/Division</b>	<b>Classification</b>	<b>Comp. Group</b>	<b>Range</b>
Employee Assistance Program	EA Specialist 1	18	06
Employee Assistance Program	EA Specialist 2	18	08
Employee Assistance Program	EA Specialist 3	18	10

Approved: \_\_\_\_\_  
Erin Hillson  
Human Resources Director

Date