

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Tresa Martinez
Work Phone: 266-6530
2. Class Title (i.e. payroll title):
Employee Assistance Program (EAP) Administrator
3. Working Title (if any):
N/A
4. Name & Class of First-Line Supervisor:
Vacant, Organizational Health and Development Manager
Work Phone: 266-4001
5. Department, Division & Section:
Human Resource Department
Organizational Health and Development Unit
6. Work Address:
215 Martin Luther King, Jr. Blvd.
7. Hours/Week: 38.75
Start time: 8:00 AM End time: 4:30 PM
8. Date of hire in this position:
1/31/2005
9. From approximately what date has employee performed the work currently assigned:
1/31/2005

10. Position Summary:

This is responsible professional and administrative work in implementing a comprehensive organizational health and wellness program for all City employees, improving employee performance, culture, and well-being, and directing and coordinating the activities and functions of the City's Employee Assistance Program and the Critical Incident Stress Management Program. The work involves organizational/employee needs assessment; program development and administration;; EAP volunteer facilitator training and oversight; contractual service coordination and oversight; and inter/intra-organizational program coordination. This position supervises professional staff and provides confidential EAP services directly and indirectly to

employees and supervisors. Under the general supervision of the Organizational Health and Development Manager, the incumbent provides consultation at all levels of the organization and exercises a high degree of independent judgment and discretion with confidential and sensitive information..

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

30% A. Implement the City-wide organizational health and wellness program promoting a healthy workplace culture and employee well-being..

1. Work with a team of HR professionals in the areas of EAP, Organizational Development, Wellness, and Engagement and Equity to provide a systematic and coordinated approach to improving all aspects of employee performance, culture and overall well-being.
2. Provide expertise and consultation to other HR professionals to enhance and develop leadership, engagement and equity and supervisory systems and training programs for City employees.
3. Participate in the development of strategic planning models and project management.
4. Consult with agencies regarding implementation of the City's employee engagement and equity initiative with a focus on agency culture and civility.
5. Coordinate delivery of services within the areas of organizational development, engagement, and wellness as appropriate to meet individual agency needs.
6. Provide expertise and consultation to other HR professionals.
7. Develop and provide training for employees, supervisors, and managers at all levels of the organization on various topics. This may include but is not limited to stress management, coping with change and transition, PTSD, grief, managing employees during times of change and transition, workplace violence prevention, respectful workplace behaviors, and using supervisory skills to intervene with the troubled employee.
8. Develop and deliver presentations for other community resources and government agencies on EAP/CISM related topics as requested and approved.

35% B. Administer and Manage the Employee Assistance Program 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 monitoring 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, administration of all aspects of the program to including but not limited to budgets and vendor contracts.

3. Supervise develop and mentor subordinate staff providing ongoing communication and feedback to enhance work performance.
4. Conduct regular staff meetings to ensure adequate communication.
5. Participate in the planning, development, coordination, training and or implementation of diverse human resource and organizational development initiatives and projects as assigned by the Organizational Health and Development Manager within EAPA program standards.
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 significant others.
7. Develop, train, and evaluate a Peer Support Program for the Madison Police Department.
8. Provide for program administration including the preparation of reports and promotional materials, maintaining confidential files, monitoring budget expenditures, preparing budget requests for review by the HR Director, and maintaining and enhancing record keeping systems.
9. Recommend new/revised policies and program procedures to enhance service delivery.
10. Develop and present related utilization reports, policies, operations manuals and program recommendations to the HR Director, the Mayor, and the Common Council.
11. Develop and maintain resource and treatment contacts for use with appropriate and timely employee referrals.

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

1. 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 assessment of problem areas presented, referral to appropriate community or organizational resources, case management, advocacy, and follow up as necessary.
2. Intervene with employees and supervisors in crisis situations.
3. 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 illness, and grief.

4. Facilitate grief sessions for employee groups following traumatic loss that impacts the work unit.
5. Facilitate Critical Incident Stress Debriefings for employees exposed to critical incidents while performing work duties.

5% D. Other:

1. Keep abreast of local, state, 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 HMO's.
3. Develop strategic partnerships between the City of Madison, treatment resources and other community linkages.
4. Perform related duties as required.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of the principles and practices of Employee Assistance (EAP) and Critical Incident Stress Management (CISM) Programs in an employment setting including related program development, 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). 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 develop and direct EAP and CISM Programs incorporating vendor services. 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 maintain adequate attendance..

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13. Special tools and equipment required:
14. Required licenses and/or registration:
Must possess a valid Wisconsin Driver's License. Certification as an Employee Assistance Professional (CEAP) is recommended .
15. Physical requirements:
Ability to sit or stand for long periods of time. Must be able to commute from City Hall to other satellite agency locations as needed.
16. Supervision received (level and type):

This position reports to the Organizational health and Development Manager.
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).

EMPLOYEE

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.