

EMPLOYEE ASSISTANCE PROGRAM ADMINISTRATOR

CLASS DESCRIPTION

General Responsibilities:

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.

Examples of Duties and Responsibilities:

Recommend and implement the City-wide organizational health and wellness program promoting a healthy workplace culture and employee well-being. 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. 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.

Participate in the development of strategic planning models and project management. Consult with agencies regarding implementation of the City's employee engagement and equity initiative with a focus on agency culture and civility. Coordinate delivery of services within the areas of organizational development, engagement, and wellness as appropriate to meet individual agency needs.

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.

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.

Develop and deliver presentations for other community resources and government agencies on EAP/CISM related topics as requested and approved.

Administer and manage of the Employee Assistance Program (EAP) and Critical Incident Stress Management Program (CISM). Provide direction, administration and ongoing development of the internal program and the selection and monitoring of the external EAP service provider. Develop and manage the City's Critical Incident Stress Management (CISM) Program. Direct, oversee and monitor a contract for services with highly skilled and credentialed Mental Health Debriefers, as well as, administration of all aspects of the program including but not limited to budgets and vendor contracts.

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 HMOs. Develop strategic partnerships between the City of Madison, treatment resources and other community linkages. Develop and maintain resource and treatment contacts for use with appropriate and timely employee referrals.

Supervise develop and mentor subordinate staff providing ongoing communication and feedback to enhance work performance. Conduct regular staff meetings to ensure adequate communication.

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.

Develop, train, and evaluate a Peer Support Program for the Madison Police and Fire Departments. 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.

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 Organizational Health and Wellness Manager, and maintaining and enhancing record keeping systems. Recommend new/revised policies and program procedures to enhance service delivery. Develop and present related utilization reports, policies, operations manuals and program recommendations to the HR Director, the Mayor, and the Common Council, as required.

Provide specialized consultation for managers, and supervisors at all levels of the organization on issues related to EAP and CISM 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.

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

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.

Develop, implement and evaluate related organization-wide, intergovernmental and/or community-wide projects or programs. Design and 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

Develop and recommend policies, including Administrative Procedure Memorandums (APM's) in such areas as Critical Incidents, AODA, EAP; confidentiality guidelines, etc. Prepare related promotional materials including letters, announcements, brochures, newsletter articles, etc.

Perform related duties as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

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.

Training and Experience:

Generally, positions in this classification will require:

Three years of directly related professional experience in an employee assistance program (or closely related area) which included program planning, administrative and evaluation experience. Such experience will normally have been gained after graduation from an accredited college or university with a Bachelor'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.

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

Special Requirement:

Employees will be expected to respond to emergency situations at all hours in order to coordinate an emergency response.

Possession of a valid Wisconsin Driver's License required. Certification as an Employee Assistance Professional (CEAP) is recommended.

Physical Requirements:

The incumbent will work in a traditional office environment and must be able to sit or stand for long periods of time. The incumbent must be able to commute from City Hall to other satellite agency locations as needed.

Department/Division	Comp. Group	Range
Human Resources Department	18	12

Approved: _____
Brad Wirtz
Human Resources Director

Date