

EMPLOYEE ASSISTANCE PROGRAM MANAGER

CLASS DESCRIPTION

General Responsibilities:

This is 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 (CISM) Program. The work involves program management, development, oversight and implementation for two separate, but often overlapping programs. 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, and supervision of professional and paraprofessional staff. 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.

Examples of Duties and Responsibilities:

Develop and manage the City's Employee Assistance Program. Direct, administer and develop the internal program, and the selection and oversight 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. Manage all aspects of the external program to include, but not limited to, service delivery, budgets and vendor contracts.

Develop occupationally specific EAP and CISM programming for City of Madison employees. 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. Develop, train, and evaluate a Peer Support Program for the Madison Police and Fire Departments. Recruit, select, train and supervise EAP Facilitators.

Supervise professional and paraprofessional staff, including hiring, orienting, directing, coaching, evaluating, disciplining, and training.

Develop and recommend policies, including Administrative Procedure Memorandums (APM's) in such areas as Critical Incidents, AODA, EAP; confidentiality guidelines, etc.

Conduct research, prepare narrative and statistical reports, develop promotional materials, and maintain and enhance confidential record keeping systems. Develop and present related utilization reports, procedures, operations manuals and program recommendations to the Mayor, and the Common Council.

Monitor and manage budget expenditures and prepare budget requests for review by the Mayor's Office, Finance Department, and Common Council.

Provide professional, confidential, direct services (i.e., problem assessment, short-term counseling, referral to appropriate community or organizational resources, case management, advocacy, etc.) to employees and significant others for personal or work related problems that have the potential to affect job performance or general well-being.

Intervene with employees, family members, managers and supervisors in crisis situations. Facilitate grief sessions for employee groups following traumatic events or loss that impact the work unit. Facilitate Critical Incident Stress Debriefings for employees exposed to critical incidents while performing work duties.

Develop and maintain resource and treatment contacts for use with appropriate and timely employee referrals.

Provide specialized consultation for managers and supervisors on issues related to EAP and Critical Incident Stress Management (i.e., supervisory skills, 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).

Oversee, develop and deliver training for employees, supervisors, and managers at all levels of the organization on various topics. 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.

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. Work collaboratively with HR staff in the areas of organizational development, individual and organizational wellness, workplace accommodations, employee benefits and other employee related issues. Develop strategic partnerships between the City of Madison, treatment resources and other community linkages.

Act as a content expert to outside organizations requesting best practice expertise related to EAP, CISM and Peer Support Programming. Serve on city and statewide advisory committees. Develop and deliver presentations for other community resources and government agencies on EAP/CISM related topics as requested.

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

Perform related duties as required.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Five years of directly related professional experience in an employee assistance program (or closely related area), which included counseling, program planning, administrative and evaluation experience, including one year of supervisory experience or leadership experience over organization-wide programs. 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. Possession of a related Master's Degree may be used to substitute for two years of experience. 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.

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 management, 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 manage, develop and direct EAP and CISM Programs incorporating vendor services. 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 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 interact with persons of varying cultural and ethnic backgrounds where communications may sometimes be difficult. Ability to maintain adequate attendance.

Special Requirements:

Employees will be expected to respond to emergency situations (or have services in place) 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 to various satellite agency locations as needed.

Department/Division	Comp. Group	Range
Employee Assistance Office	18	15

Approved: _____
 Harper Donahue IV Date
 Human Resources Director