



Career Service Authority
Director of Employee Assistance

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GENERAL STATEMENT OF CLASS DUTIES

Directs and administers the operation of the Office of Employee Assistance.

DISTINGUISHING CHARACTERISTICS

The *Director of Employee Assistance* class develops the Employee Assistance Program policy ensuring consistent implementation throughout the agency; oversees the agency's budget and services provided, working to continuously improve operations. Directs the activities of professional and technical staff involved in counseling and providing aid to City employees and their family members who have personal problems involving job, family, health, drug or alcohol use, and serves as a resource for managers and supervisors in those cases that do not respond to normal supervisory intervention.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning; developing standards, schedules, priorities, guidelines, processes and measurement (evaluation) systems; implementation of production and performance management standards; and allocating resources.

Employee is responsible for implementing operational goals and objectives for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems; responsible for organizational management (development, staffing, and conflict); and allocating resources.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of the organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and

specialized knowledge are required. Has contacts where the exchange of information, support, influence and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised:

Exercises general supervision over professional and clerical personnel.

ESSENTIAL DUTIES

Develops plans and directs programs providing information, counseling, and referral services for City employees, their families and retirees.

Determines the priorities, goals and objectives of the Employee Assistance Program (EAP); researches and analyzes participants' needs in order to determine program directions and goals; initiates projects, programs, and procedures to achieve operational objectives; monitors community referrals for effectiveness, timely service delivery and efficiency.

Recommends and presents justification for the adoption of policies and procedures needed to support agency operations; implements and maintains policies and procedures set forth by the executive and other policy-making bodies.

Advises City agencies and assists in the formulation of new City employment policies and recommends changes in benefits provided by health care insurance; conducts or coordinates training to support implementation and ongoing compliance with new or revised policies, procedures, rules and regulations.

Provides direct clinical and management consultation to all agencies of the City; serves as consultant and crisis responder to agencies requiring this assistance.

Supervises employees who provide employee assistance services to City employees.

Explains interprets and defends the agency's purposes, programs and policies to others internally and externally to increase understanding, gain cooperation and/or gain compliance.

Manages the budget and has fiscal oversight responsibilities for the EAP; identifies budget requirements and allocates secured resources, establishes expense limits to stay within budget parameters, authorizes expenditures, and other financial activities within the EAP.

Discusses and recommends solutions to issues with major consequence (i.e., legal, social, or economic) with higher-level managers/executives.

Coaches, mentors and challenges subordinate staff in carrying out their responsibilities; actively engages staff to garner their support and commitment; encourages and guides staff to meet the goals and objectives of the agency.

Manages and directs subordinate staff; sets priorities; provides general guidance and instruction on expected outcomes; delegates and reviews work. Sets performance standards/objectives for subordinates; establishes and/or approves individual performance plans, provides coaching and feedback, conducts performance reviews.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Oral Communication - Clearly communicates and explains organizational policies and work assignments to staff, and communicates information about the assigned functional and/or operational area's activities to peers, higher-level managers, administrative staff of other organizations, internal and external customers of a localized function, and local stakeholder groups.

Written Communication - Composes, reviews, edits and issues written materials for diverse audiences; communicates purpose in a succinct and organized manner, appropriate for context, time and place. Written materials are of a routine nature and affect the immediate functional and/or operational area.

Interpersonal Skills - Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, or staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to accomplish the organization's mission. Adapts approach to different people and situations.

Conflict Management - Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, and administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to generate areas of agreement and joint action.

Financial Management - Plans, administers, allocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of programs, projects and policies for functional and/or operational area(s).

Decisiveness - Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems or policies that affect a local functional and/or operational area, program segment, or limited population of customers.

Problem Solving - Uses logic to identify and solve problems involving part of an organization. Considers various choices, competing viewpoints and alternatives. Solutions primarily affect a local functional and/or operational area(s), program segment(s), or limited population of customers.

Flexibility - Is open to new ideas and adapts to changing work situations and priorities by modifying existing plans and work methods that affect the assigned functional and/or operational area, internal and external customers of a localized functional and/or operational area, and local stakeholder groups. Remains calm under pressure.

Self-Direction - Sets goals and takes initiative in implementing ideas, systems or policies that affect the assigned operational or functional area. Manages time efficiently; encourages feedback; and invests in self-development.

Client Orientation - Applies quality management principles and processes for delivery of high-quality services in part of an organization; anticipates and meets demands of internal customers and a limited population of external customers; strives for continuous improvement.

Leadership - Initiates and sustains action to accomplish the goals of a functional and/or operational area by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

Planning and Evaluating - Establishes program objectives and strategies for a functional and/or operational area; identifies required resources and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that program and policies are being implemented and adjusted as necessary to accomplish the organization's mission. Program impact is limited to the immediate functional and/or operational area.

Human Resource Management - Works with human resource staff to implement human resource policies for part of an organization to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition and corrective/disciplinary action; maintains effective employee relations and complies with government/citywide regulations and policies.

Managing Diverse Workforce - Recognizes diversity as a business strategy; recruits, develops and retains a diverse workforce for an organization within an agency/corporation; promotes teamwork, acceptance and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

Team Building - Encourages and facilitates cooperation and open communication; promotes team work at all levels within a functional and/or operational area; cooperates with staff, higher-level managers, peers, administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to accomplish the organization's goals.

Internal Controls/Integrity - Implements and maintain accounting and administrative controls for part of organization within an agency/department. Exhibits personal integrity and promotes ethical conduct by employees; abides by the City's Code of Ethics.

Technical Competence - Is knowledgeable about the subject matter, procedures, requirements, regulations and policies related to area of responsibility. Provides expert advice to staff, higher-level managers, peers, program and administrative staff of other organizations, internal customers, a limited functional and/or operational area(s), program(s) or segment thereof or limited population within the City and County.

Physical Demands:

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.

Education Requirement:

Master's degree in psychology, social work or related field and knowledge of employee assistance programs sufficient to be able to recommend and implement plans, programs and projects.

Experience Requirement:

Three years of experience in case writing and investigation, or in case work and counseling in such areas as probation, prison, alcohol and drug abuse, or a related field.

Education/Experience Equivalency:

EAP certification may be substituted for one year of the minimum experience requirement.

Licensure and/or Certification:

Possession of a valid Colorado Class "R" Driver's License at the time of application.

Completion of a recognized supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 03/16/2005

REVISED BY: Earline Hill

CLASS HISTORY: Class specification revised into the new format and to incorporate standardized management duties and competencies.