



Career Service Authority

Employee Assistance Counselor

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GENERAL STATEMENT OF CLASS DUTIES

Performs specialized professional level work interviewing, evaluating, and referring employees and their immediate family members experiencing personal and/or work related problems to appropriate resources and/or providing therapy to individuals, couples, and families.

DISTINGUISHING CHARACTERISTICS

This class interviews, evaluates and refers employees and family members to appropriate resources and/or provides short term therapy. This class is distinguished from the Director of Employee Assistance directs and administers the operation of the Office of Employee Assistance. This class is distinguished from the Senior Social Case Worker that performs full performance level intensive social case work services including case management, counseling, referral, placement, and assessment/evaluation which requires independent judgment and a significant understanding and application of professional principles and departmental standards. Additionally, the Employee Assistance Counselor is distinguished from the Senior Clinical Social Worker that provides intensive social work services including case management, assessment, counseling, and evaluation that require independent judgment and a significant understanding and application of professional principles and departmental standards.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only with issues and factors largely undefined requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts are of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Interviews employees and their immediate families to assess personal, health, behavioral, and/or work related problems, identifies and evaluates suitable treatment alternatives, develops a treatment/action plan, provides treatment, and/or refers employees to appropriate community resources.

Assesses an employee's workplace conflicts and/or other issues causing the employee difficulty, teaches techniques to manage and resolve conflict and/or problems, and provides solution-focused therapy to employees and their families.

Provides consultation and resource information to management regarding abuse of leave, absenteeism, substance abuse, family problems, grief, workplace relationships, and other work related issues and conducts training for all employees regarding workplace violence, anger and conflict management, team building, and stress management.

Monitors and coordinates referral services to various community agencies and assesses the progress made by employees and the quality of services provided by the referred agency.

Provides crisis intervention to employees and city agency/department personnel including clinical intervention, management consultation, and business resumption.

Participates on the Home Land Security Team, Office of Emergency Management Team, and the Federal Aviation Administration Red Alert Team.

Maintains client records in accordance with state and federal laws, professional standards, and the policies of the Office of Employee Assistance.

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, Knowledge, & Skills:

Integrity/Honesty - Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing - Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Self-Management - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication - Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving - Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Planning and Evaluating - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Decision Making - Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Teaching Others - Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service - Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Flexibility - Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention of Detail - Is thorough when performing work and conscientious about attending to detail.

Memory - Recalls information that has been presented previously.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

Information Management - Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of interviewing techniques sufficient to be able to elicit information.

Knowledge of the theories and practices of counseling sufficient to perform the duties related to the work assignment.

Physical Demands:

Standing: remaining on one's feet in an upright position.

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:

Contact with clients under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Education Requirement:

Masters Degree in Social Work, Psychology, Counseling, or a related field.

Experience Requirement:

Three years of professional level experience providing treatment in an Employee Assistance Program.

Licensure and/or Certification:

Possession of a Clinical Social Worker license under the provisions of the Colorado Revised Statutes for the State Board of Social Worker Examiners.

OR

Possession of a clinical license issued by the Colorado Mental Health Board such as Professional Counselor or Marriage and Family Therapist.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 01/16/2006

REVISED DATE: 03/15/2009

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY 1/2006 - This is a new class created for the Office of Employee Assistance.
3/2009 – The equivalency statement was deleted from the class specification as a Masters Degree is required to obtain one of the required licenses.