

**STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION**

<u>CLASSIFICATION SERIES</u> Employee Assistance Program	<u>JOB CODE</u> 6582
<u>MAJOR AGENCIES</u> Administrative Services only	<u>EFFECTIVE</u> 7/28/2013

SERIES PURPOSE

The purpose of the employee assistance program (i.e., EAP) is to provide confidential, professional support service to State of Ohio employees, retirees & families. The program is designed to help employees & families cope with personal problems such as family & parenting issues, alcohol & other drug abuse, emotional concerns & legal & financial difficulties.

At the full performance level, incumbents provide intake, support & referrals for State of Ohio employees & their family members & provide case management & monitoring to employees who enter into a formal EAP agreement.

JOB TITLE

EAP Consultant

JOB CODE

65821

PAY GRADE

11

EFFECTIVE

12/19/2010

CLASS CONCEPT

The full performance level class works under general supervision & requires considerable knowledge of social & behavioral sciences in order to provide intake, support & referrals for State of Ohio employees & their family members seeking assistance through employee assistance program & provides case management & monitoring to employees who enter into formal EAP agreement.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
EAP Consultant	65821	12	7/28/2013	11

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides intake, support & referrals for state of Ohio employees & their family members (e.g., follows established policies & procedures in providing confidential assistance when handling phone calls from employees &/or their family members seeking information or referral; queries callers in an effort to link them with appropriate referral; screens callers to gather pertinent information including demographic background & personal/confidential information on problem identification in order to make appropriate referral), consults with human resources representatives, supervisors & union representatives on techniques to motivate employees to participate in EAP (e.g., early intervention) & provides case management & monitoring to employees who enter into formal EAP agreement when facing discipline (e.g., documents case contact, communicates with parties, conducts & follows reconciliation protocol when employee fears retaliation from his/her supervisor following an investigation or grievance).

Develops & facilitates training programs for agencies & institutions (e.g., stress management, anger management, team building, dealing with disagreeable people) & facilitates intervention services to agencies & institutions (e.g., critical incident stress debriefings, layoff & reorganization groups).

Markets EAP services to state agencies & institutions (e.g., visits agencies, delivers EAP materials, plans & facilitates bi-annual resource seminar); provides technical assistance to agencies & institutions (e.g., EAP satisfaction survey, EAP Participation agreement); assesses agencies' internal issues &/or concerns & discusses available assistance.

Operates personal computer to complete forms, reports & correspondence, maintains appropriate records & files & ensures client confidentiality.

MAJOR WORKER CHARACTERISTICS

Knowledge of social & behavioral sciences (e.g., social work, sociology, psychology, anthropology); interviewing; workplace issues & trends affecting performance & productivity*; state & federal law (e.g. HIPPA); agency policies & procedures*; crises intervention techniques; workforce planning, labor relations*. Skill in operation of personal computer & office systems software*. Ability to define problems, collect data, establish facts & draw valid conclusions; calculate fractions, decimals & percentages; prepare meaningful, concise & accurate reports; establish friendly atmosphere as supervisor of work unit; develop good rapport with clients.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of undergraduate core coursework in social & behavioral sciences (e.g., social work, sociology, psychology, anthropology).

-Or 24 mos. exp. in providing employee assistance program services.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Travel required.