

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

<b><u>CLASSIFICATION SERIES</u></b> Employee Assistance Program	<b><u>JOB CODE</u></b> 6582
<b><u>MAJOR AGENCIES</u></b> Health only	<b><u>EFFECTIVE</u></b> 12/19/2010

**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.

At the first administrative level, the incumbent oversees all clinical aspects of the employee assistance program & supervises clinical staff.

At the next level, the incumbent acts as assistant director of employee assistance program & plans & manages all training provided by the employee assistance program training unit & supervises training staff.

At the third level, the incumbent acts as executive director of the Ohio employee assistance program.

**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.

**JOB TITLE**

EAP Clinical Director

**JOB CODE**

65825

**PAY GRADE**

13

**EFFECTIVE**

07/10/2005

**CLASS CONCEPT**

The first administrative level class works under general direction & requires thorough knowledge social & behavioral sciences in order to plan, manage & direct all activities & functions related to clinical aspects of statewide employee assistance program & supervise all clinical staff.

**JOB TITLE**

EAP Assistant Director

**JOB CODE**

65826

**PAY GRADE**

14

**EFFECTIVE**

07/10/2005

**CLASS CONCEPT**

The second administrative level class works under general direction & requires thorough knowledge of health/business administration & social & behavioral sciences in order to assist executive director in administration of statewide employee assistance program & plan, manage & direct training unit.

**JOB TITLE**

EAP Executive Director

**JOB CODE**

65827

**PAY GRADE**

16

**EFFECTIVE**

07/10/2005

**CLASS CONCEPT**

The executive level class works under direction & requires extensive knowledge of health/business administration & social & behavioral sciences in order to plan, evaluate & administer statewide policies, procedures, programs & operations of state employee assistance program & supervise assigned staff.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
EAP Consultant	65821	12	12/19/2010	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.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
EAP Clinical Director	65825	EX	07/10/2005	13

**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.)

Plans, manages & directs all activities & functions related to clinical aspects of statewide employee assistance program & supervises all clinical staff (i.e., develops & implements clinical programs, policies & procedures, prepares weekly intake schedule, supervises, instructs & advises clinical staff in assessment of client calls, formulation of case disposition & referrals & monitors staff for adherence to program policy).

Provides specialized consultation services (e.g., EAP participation agreements, critical incident stress debriefings, interventions for organizations in transitions) to state agencies & institutions; interviews, screens, refers & provides information to employees & family members; monitors & reviews all high risk/high acuity client calls & case disposition; coordinates, assigns & facilitates critical incident stress debriefings & interventions for organizations in transition (e.g., agencies undergoing reorganizations or downsizing).

Plans, develops & implements quality assurance plan; monitors & evaluates services provided by contracted insurance carriers to provide mental health & chemical dependency treatment services; compiles data related to program performance & generates weekly, monthly, annual & fiscal year reports regarding intake, consultation & participation agreement performance activity; assists in formulation of program budget; oversees maintenance & strict confidentiality of client participation & associated records.

Conducts weekly staff meetings; works directly with clients to resolve complaints or problems with providers; attends & participates in management team meetings.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of social & behavioral sciences (e.g., social work, sociology, psychology); interviewing; workplace issues & trends affecting performance & productivity\*; state & federal law (e.g. HIPPA); agency policies & procedures\*; crises intervention techniques; management\*; supervision\*; employee training & development\*; budgeting\*; 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 graduate core coursework in social & behavioral sciences (e.g., social work, sociology, psychology).

-Or 36 mos. exp. in planning & administering employee assistance programs.

-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.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
EAP Assistant Director	65826	EX	07/10/2005	14

**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.)

Assists executive director in administration of statewide employee assistance program (i.e., directs & oversees all administrative tasks & business functions such as budget & budget preparation, purchasing, payment of bills & encumbrance of funds, develops & reviews program policies & procedures & ensures explanation & dissemination of same & acts for executive director when absent) & manages & directs training unit in delivery of training programs (e.g., referral training; awareness training; drug-free workplace; stress management; workplace violence prevention) targeted towards agency supervisors & managers, union representatives & employees, designs training modules & supervises staff in delivery of training.

Coordinates & assigns staff to conduct/present training activities; facilitates critical incident stress debriefings & intervention services for organizations in transition (e.g., agencies undergoing reorganization or downsizing).

Serves as liaison between executive director & program staff; liaisons with department operations such as human resources, labor relations, budget, purchasing, travel, payroll & facilities management.

Attends & participates in management team meetings.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of health/business administration; social & behavioral sciences (e.g., social work, sociology, psychology); counseling; interviewing; workplace issues & trends affecting performance & productivity\*; state & federal law (e.g. HIPPA); agency policies & procedures\*; crises intervention techniques; management\*; supervision\*; employee training & development\*; budgeting\*; inventory control\*; public relations\*; 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; prepare & make presentations before management, labor groups & employees; establish friendly atmosphere as supervisor of work unit; develop good rapport with clients.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Completion of graduate core coursework in social & behavioral sciences (e.g., social work, sociology, psychology,) or health/business administration; 24 mos. exp. in administration of employee assistance program.

-Or completion of undergraduate core coursework in social & behavioral sciences (e.g., social work, sociology, psychology,) or health/business administration; 36 mos. exp. in administration of employee assistance program.

-Or 5 yrs. exp. in administration of employee assistance program.

-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.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
EAP Executive Director	65827	EX	07/10/2005	16

**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.)

Plans, directs, evaluates & administers statewide policies, procedures, programs & operations of Ohio Employee Assistance Program (e.g., clinical intake, program education & training, critical incident stress debriefings, random drug test monitoring), provides advice & direction to governing board to determine goals, objectives & policy, supervises assistant director & clinical director & ensures coordination of all program missions.

Oversees development & compliance of program budget in accordance with departmental fiscal guidelines; reviews & recommends changes in statutes, administrative rules & collective bargaining agreements relative to EAP issues; directs preparation, review, approval & maintenance of confidential program documents.

Provides technical advice to office of governor, agency appointing authorities & labor unions regarding program functions & effects on employee health, productivity & well-being; liaisons with other state agencies, managed behavioral healthcare providers, treatment providers & substance abuse providers & represents employee assistance program before various groups; conducts management team meetings.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of health/business administration; social & behavioral sciences (e.g., social work, sociology, psychology); counseling; interviewing; workplace issues & trends affecting performance & productivity\*; state & federal law (e.g. HIPPA); agency policies & procedures\*; crises intervention techniques; management\*; supervision\*; employee training & development\*; budgeting\*; inventory control\*; public relations\*; workforce planning, labor relations\*. Skill in operation of personal computer & office systems software\*. Ability to deal with problems involving several variables in familiar context; calculate fractions, decimals & percentages; prepare meaningful, concise & accurate reports; prepare & make presentations before management, labor groups & employees; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Completion of graduate core coursework in social & behavioral sciences (e.g., social work, sociology, psychology,) or health/business administration; 36 mos. exp. in administration of employee assistance program.

-Or completion of undergraduate core coursework in social & behavioral sciences (e.g., social work, sociology, psychology,) or health/business administration; 48 mos. exp. in administration of employee assistance program.

-Or 12 mos. exp. as EAP Assistant Director, 65826.

-Or 6 yrs. exp. in administration of employee assistance program.

-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.