POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS301990

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources Division	Benefits Administration	Franklin

POSITION NUMBER 20014983

JOB TITLE Employee Assistance Program Consultant

JOB CODE 65821 Approved 6.28.13 AC

☐ Reclassification ☒ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 1199 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	Provides intake, support and referral services to State of Ohio employees and/or their family members (e.g. follows established policies and guidelines in providing confidential services by phone or in person). Queries callers regarding demographic and situational information in an effort to link them with the appropriate referral &/or services for (e.g., Alzheimer's support, individual or family counseling, mental heal or chemical dependency counseling, legal or financial assistance, domestic violence prevention, Veteran's services). Conducts site visits per assigned client agency, commission and/or institution to monitor, evaluate and provides technical assistance to agency EAP coordinators who represent their respective agencies, commissions and/or by assisting Management and Union personnel on the use of the OEAP Participation Agreement, Critical Incident Stress Debriefings (CIDSs) and other OEAP referral services. Consults with supervisors and managers on conflict management, case management and monitoring of employees who enter into formal OEAP agreements (e.g., OEAP Participation Agreement) when facing discipline; Collaborates with agency, commission,, institution and union managers and personnel on techniques to motivate employees to use and participate in OEAP services & offerings (e.g., counseling, training, early intervention).	**Knowledge of:** (1) public relations;(2) human relations; (3) agency policies and procedures (e.g., agency rules and guidelines pertaining to EAP)*; (4) counseling; (5) interviewing; (6) social science (e.g., social work, counseling, or industrial or clinical psychology); **Skill in**: (7) equipment operation(e.g., computer, copier, fax machine, printer, laptop and software applications (e.g., MS Word, Excel PowerPoint, SharePoint, Access or equivalent); **Ability to:** (8) carry out simple instructions; (9) recognize unusual or threatening conditions and take appropriate action; (10) deal with a variety of variables in somewhat unfamiliar context; (11) define problems, collect data, establish facts and draw valid conclusions; (12) prepare meaningful, concise and accurate reports; (13) use proper research methods in gathering data; (14) prepare and deliver speeches before specialized audiences and general public; (15) handle sensitive inquiries from and contacts with officials and general public; (16) resolve complaints from angry citizens and government officials. *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	[signature]	6-28-13

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☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 1199 Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	Designs (e.g., identifies specific learning objectives, researches and gathers information), develops (e.g., grafts training content & materials & presentations, creates &/or revises learning materials, selects delivery methods), facilitates (e.g., implements training, addresses audience, responds to questions, and projects classroom presence), and delivers training (e.g., applies presentation techniques) courses to agencies, commissions and institutions (e.g., power of humor, stress management, anger management, team building, dealing with difficult people, change management, effective communication, and interpersonal skills); Provides CIDS services to state agencies, commissions and institutions; participates in agency sponsored heal and/or wellness fairs & roadshows.	**Knowledge of**: 1, 2, 3*, 4, 5, (17) Employee development; (18) Human Resource development (e.g., adult learning principles); **Skill in**: 7 **Ability to**: 8, (19) use proper research methods in gathering data; (20) prepare and deliver speeches before specialized audiences and general public.
10	Markets OEAP services to state agencies, commissions and institutions; completes field research to assess employment moral and job satisfaction; schedules OEAP training and education sessions; meets confidentially with employees seeking advice, guidance and/or counseling referrals as requested; completes a detailed questionnaire with the agency coordinator that addresses internal issues or concerns that may be taking place at the agency or institution to determine if there are opportunities for EAP to assist with concerns and discuss solutions with agency coordinator.	**Knowledge of:** 1, 2, 3*, 4, 5 **Skill in:** 7 **Ability to:** 8
10	Completes reports, surveys, forms correspondence, special projects (e.g., brochures, newsletter articles, OEAP supervisor guide, annual agency EAP resource retreat); documents case contacts; maintains appropriate records and files; operates personal computer for information retrieval and data entry (e.g., intake/consultation cases, follow-up reports, Participations Agreement monitoring); attends bi-monthly team meetings and bi-weekly clinical team meetings; as assigned, services as a member of a disaster recovery/business resumption team, incident response team, or similar public heal response team which may include the conduct of operations on a 24/7 basis at remote locations.	**Knowledge of:** 1, 2, 3*, 4, 5, 6 **Skill in:** 7 **Ability to:** 13, (21) interpret variety of instructions in written, oral, picture or schedule form; (22) complete routine forms; (23) maintain accurate records; (24) prepare meaningful concise and accurate records.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Stephen Sarkar	6-25-13