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| POSITION DESCRIPTION | | AGENCY/DEPT ID Department of Administrative Services DAS301990 |
| DIVISION OR INSTITUTION Human Resources Division | UNIT OR OFFICE Benefits Administration | COUNTY OF EMPLOYMENT Franklin |

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|--|--|--|--|--|
| POSITION NUMBER 20014985 JOB TITLE Employee Assistance Program Consultant JOB CODE 65821 <i>Open 11.14.13 AC</i> | <input type="checkbox"/> Reclassification <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Update | | Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree | |
| | USUAL WORKING TITLE OF POSITION | | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION | |
| | <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent | <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified | Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> 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 & referral services to State of Ohio employees &/or their family members (e.g., follows established policies & guidelines in providing confidential services by phone or in person); queries callers regarding demographic & 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 health or chemical dependency counseling, legal or financial assistance, domestic violence prevention, veterans' services); conducts site visits per assigned client agency, commission &/or institution to monitor, evaluate & provides technical assistance to agency EAP coordinators who represent their respective agencies, commissions &/or by assisting Management & Union personnel on the use of the OEAP Participation Agreements (PAs), Critical Incident Stress Management (CISM) & other OEAP referral services; consults with supervisors & managers on conflict management, case management & monitoring of employees who enter into formal OEAP PAs when facing discipline; collaborates with agency, commission, institution, union representatives & managers on techniques to motivate employees to use & participate in OEAP services & offerings (e.g.,—coaching, 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) interviewing; (5) social science (e.g., social work, industrial or clinical psychology); Skill in: (6) 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: (7) carry out simple instructions; (8) recognize unusual or threatening conditions and take appropriate action; (9) deal with a variety of variables in somewhat unfamiliar context; (10) define problems, collect data, establish facts and draw valid conclusions; (11) prepare meaningful, concise and accurate reports; (12) use proper research methods in gathering data; (13) prepare and deliver speeches before specialized audiences and general public; (14) handle sensitive inquiries from and contacts with officials and general public; (15) 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 |
| | | |  | 11-19-13 |

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS301990

DIVISION OR INSTITUTION
Human Resources Division

UNIT OR OFFICE
Benefits Administration

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20014985

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 Classified Overtime: Eligible Exempt Bargaining Unit 1199
 Temporary Unclassified If FLSA Exempt, exemption type:
 Intermittent 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 & gathers information), develops (e.g., drafts training content & materials & presentations, creates &/or revises learning materials, selects delivery methods); facilitates (e.g., conflict management/coaching, delivers training, addresses audience, responds to questions, & projects classroom presence), & delivers training (e.g., applies presentation techniques) courses to agencies, commissions & institutions (e.g., power of humor, stress management, anger management, team building, dealing with difficult people, change management, effective communication, and interpersonal skills); provides CISM services to state agencies, commissions & institutions; participates in agency sponsored health &/or wellness fairs & roadshows. | Knowledge of: 1, 2, 3*, 4, (16) Employee development; (17) Human Resource development (e.g., adult learning principles); Skill in: 6 Ability to: 7, 12, 13. |
| 10 | Markets & promotes OEAP services to state agencies, commissions & institutions; completes field research to assess employment morale & job satisfaction; meets & ensures confidentially with employees seeking advice, guidance &/or counseling referrals as requested; provides & analyses detailed questionnaires (i.e., SurveyMonkey) to agency EAP coordinator that addresses internal issues or concerns that may be taking place at the agency or institution; determines if there are opportunities for OEAP to assist with concerns, discuss solutions or make improvements that assists the agency. | Knowledge of: 1, 2, 3*, 4, Skill in: 6 Ability to: 7 |
| 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 & files; operates personal computer for information retrieval & data entry (e.g., intake/consultation cases, follow-up reports, Participations Agreement monitoring); attends bi-monthly team meetings & bi-weekly clinical team meetings; as assigned, serves as an incident response team, which may include the conduct of operations on a 24/7 basis at remote locations. | Knowledge of: 1, 2, 3*, 4, 5 Skill in: 6 Ability to: 12, (18) interpret variety of instructions in written, oral, picture or schedule form; (19) complete routine forms; (20) maintain accurate records. |

JOB TITLE
Employee Assistance Program Consultant

JOB CODE
65821
Open 11.14.13 AC

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



11-14-13