

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	<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:

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	<p>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 (CISDs) 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).</p>	<p>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.</p> <p align="right">*developed after employment</p>

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 6-21-13
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