

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS301000
DIVISION OR INSTITUTION Human Resources Division	UNIT OR OFFICE Benefits Administration	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20014987 JOB TITLE Employee Assistance Program Consultant JOB CODE 65821 <i>Appd 6.9.14 CC</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 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 health or chemical dependency counseling, legal or financial assistance, domestic violence prevention, veterans' 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 agency management and union personnel on the use of the OEAP Participation Agreements (PAs), Critical Incident Stress Management (CISM) and other OEAP referral services. Consults with supervisors and managers on conflict management, case management and 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 and 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, or 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
				6-9-14

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS301000

DIVISION OR INSTITUTION
Human Resources Division

UNIT OR OFFICE
Benefits Administration

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20014987

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
 Intermittent Unclassified If FLSA Exempt, exemption type:
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., 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, 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 CISM services to state agencies, commissions and institutions; participates in agency sponsored health and/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 and promotes OEAP services to state agencies, commissions and institutions; completes field research to assess employment morale and job satisfaction; meets and ensures confidentially with employees seeking advice, guidance and/or counseling referrals as requested; provides and 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 conference); 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, Participation Agreements monitoring); attends bi-monthly team meetings and 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 *Copy 6.9.14 AC*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

6/9/14