

DIRECTOR - EMPLOYEE ASSISTANCE PROGRAM

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Commissioner of the Department of Community Mental Health, the incumbent directs the Employee Assistance Program (EAP) for County and other public employees. The incumbent of this class is responsible for all activities relating to the development, implementation, and effectiveness of programs to provide appropriate counseling and referral services for public employees with problems relating to behavioral/medical issues which affect job performance or personal lives of employees. These problems may involve alcohol, substance abuse, family, finances, emotional, health or other job-related issues which may adversely affect performance on the job. Responsibility involves the development of effective communication and functional relationships with all department heads, managerial and supervisory employees responsible for the job performance of County and other public employees. Supervision is exercised over a subordinate professional position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Plans, directs, organizes, coordinates, implements and regularly evaluates the effectiveness of programs designed to provide assistance to employees having problems by means of counseling and referral services in order to meet County policy and standards for job performance;

Develops and maintains effective communication and working relations with department heads, managers, and union representatives for referrals, consultation and follow up of affected employees;

Establishes practices and procedures to safeguard the confidentiality of employee services;

Develops and maintains a network of available resources, both within County services and in the community, for referral services;

Develops promotional and informational campaigns promoting available services via informational brochures, orientation workshops, supervisory training, facilitator networks and seminars;

Supervises and trains a subordinate professional position providing employees with counseling and referral services for problems related to alcohol/substance abuse, family, finances, emotional, health, or other job related issues affecting their performance and/or attendance;

Provides assessment, counseling and referral services personally to employees when the number of cases requires it, and provides consultation and guidance to subordinate professional position on the more difficult cases;

EXAMPLES OF WORK: (Continued)

Reviews and evaluates the work of staff to insure effective services to employees consistent with program goals and objectives, particularly in the area of client assessment, referral, confidentiality, civil service and personnel rules, insurance coverage, sick leave policy, performance standards, disciplinary action, grievance procedure, and other areas affecting public employment; Addresses public groups such as professional organizations, community groups, and local jurisdictions representing the Commissioner and Westchester County in the area of Employee Assistance;

Develops and maintains detailed records and confidential files of program activities;

Analyzes data of service indicators and prepares reports of program effectiveness, work force trends and other information useful to management in human resource planning;

Keeps abreast of trends in the field by means of scientific and professional journals, seminars, conferences and continuing education;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of facilities and treatment resources, public and private, for the treatment of medical/behavioral problems; good knowledge of New York State guidelines for Occupational Assistance Programs as they relate to program goals and objectives; familiarity with organizational and administrative practices and procedures; familiarity with Civil Service laws, rules and regulations as they apply to disciplinary action and disability as well as County Rules and Regulations involving insurance coverage, sick leave, disciplinary action and grievance procedures; skill in the area of individual, family and group counseling; ability to deal effectively with a wide variety of professional and lay personnel; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; emotional maturity; initiative; tact; sound professional judgment; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of certification as a Social Worker, Psychologist, Employee Assistance Professional, or Alcoholism Counselor issued by the State of New York and a Bachelor's Degree* and six years experience in counseling, social work, or rehabilitation, involving work with alcoholics and/or substance abusers in a primary treatment/counseling program or as part of a licensed chemical dependency program, two years of which must have been at the supervisory/administrative level.

SUBSTITUTION: Successful completion of a Master's Degree* in Public Administration, Health Administration, Psychology or Social Work may substitute at the rate of 30 credits per year for up to two years of the required general experience. There is no substitute for the two years experience at the administrative/supervisory level.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York.

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Job Group: XIII