

**CLASS SPECIFICATION
EAP Specialist**

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, coordinates the delivery of Employee Assistance Plan (EAP) services to City staff; coordinates the activities of peer support teams; researches and coordinates referral processes; coordinates EAP activities with other bureaus; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An EAP Specialist is responsible for working closely with City EAP service providers and coordinating the delivery of services to ensure that needs of employees and their families are met. An incumbent provides information and periodic training to employees on services available through the EAP program and provides assistance and training to peer support teams. Work requires a sound understanding the principles and operations of EAP systems and associated confidentiality requirements and is performed with a significant degree of autonomy.

EAP Specialist is distinguished from other classes in the Risk Management job family by the incumbent's specialization in provision of EAP services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Works closely with EAP service providers to ensure that employees and their families are well informed about the types of services available through the EAP program; provides information and conducts periodic employee training sessions on EAP services; makes regular work site visits to remind employees about available services.
2. Coordinates and provides support to bureau peer support teams; recruits, trains and supervises the work of peer support team members; organizes and conducts monthly meetings and arranges for appropriate speakers on topics of interest and concern; organizes, coordinates and participates in facilitating annual peer support team training.
3. Receives and counsels with employees making confidential requests for assistance; makes referrals for assistance to appropriate peer support teams and/or members; receives requests for assistance with referrals for a variety of family and employee issues, researches relevant service providers and coordinate referral arrangements on behalf of employees and/or their families.

4. Coordinates bureau EAP program and service activities with other bureaus.

OTHER DUTIES

1. Attends a variety of meetings related to area of responsibility.
2. Prepares reports, letters and other documents; maintains confidential records and files.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, operations and practices common to the delivery by employers of EAP services to employees and family members.
2. Types of family and employee issues, concerns and needs served through an EAP program and associated information and referral methods and qualified service providers.
3. Federal, state and local laws applicable to the maintenance of confidential records in areas of responsibility.
4. Basic principles and methods of employee counseling, including interviewing to elicit information on personal or family situations, identifying issues and recommending appropriate referrals to fit the needs.
5. Principles and practices of sound communication.

Ability to:

1. Conduct interviews with employees and/or family members on highly sensitive and upsetting issues and problems in a non-threatening, supportive manner that establishes trust and openness.
2. Identify service and support needs in an unbiased fashion, reach sound objective conclusions and make appropriate referral recommendations.
3. Understand, interpret, explain and apply City human resources policies, EAP service provider policies, procedures and standards and applicable federal, state and local law and regulations applicable to area of responsibility.
4. Exercise independent judgment and initiative within established guidelines.
5. Communicate effectively, orally and in writing.
6. Maintain highly confidential and sensitive information.
7. Use tact and diplomacy in dealing with sensitive, complex and confidential employee issues and personal information.

8. Establish and maintain highly effective, trusted relationships with employees, service providers, managers and supervisors, representatives of other bureaus and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in psychology, social services or human services or a closely related field; and at least two years of progressively responsible experience in coordinating or participating in administration and/or delivery of EAP programs and services; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02; class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

June 2009 - Change Job Class number from 7172 to 30000474, due to system change.