

EMPLOYEE ASSISTANCE PROGRAM CONSULTANT

Work in this class involves providing technical assistance, consultation, direction, and leadership to area mental health centers and contracted programs in developing, maintaining, and evaluating Employee Assistance Program Services provided through area mental health programs. Employees are assigned to regional offices and have region-wide responsibility; assist area program and administrative staff in designing, implementing, and evaluating Employee Assistance Programs and in marketing programs to management of local industries. Employees promote Employee Assistance Programs by educating community leaders and area program administrators on the concepts and goals of Employee Assistance and by providing training to area staff. Employees also provide direct services to Department of Human Resources institution and field-based employees by coordinating and conducting training to management/supervisors on the benefits and services of the program; providing consultation to supervisors regarding programmatic and referral issues; providing orientation to employees; conducting clinical assessments and referrals to appropriate services; conducting clinical assessments and referrals to appropriate services; and providing follow-up. Employees develop and maintain a network of referral sources for appropriate treatment services for individual employees and their families and collect data on program activity. Employees report to a Regional Mental Health Director or to the Substance Abuse Program Manager for Employee Assistance Programs.

I. DIFFICULTY OF WORK:

Variety and Scope - Work involves serving as a consultant in the Employee Assistance Program including serving as a program advocate, assisting in developing, monitoring, evaluating, and marketing program services, and providing direct Employee Assistance Program services to Department of Human Resources institution and field-based employees. This direct services responsibility includes consulting with supervisors, orienting employees, and providing clinical assessment, referral, and follow-up to individual employees.

Intricacy - Employees' consultative responsibilities are for the Employee Assistance Program, which has multiple service components. The intensity of the consultative services provided to each area program, Department of Human Resources institution, or contracting employer will vary depending on the needs of the particular program. Employees are responsible for data collection and reporting to establish a database to measure impact of each program and to provide input to state program manager on program planning and development.

Subject Matter Complexity - Employees must have thorough knowledge of Employee Assistance Program concepts and philosophies. In direct services responsibility, employees utilize clinical expertise in the areas of assessment, referral and follow-up of troubles employees.

Guidelines - Various program policy manuals and guides from national professional associations are used in providing assistance to area mental health programs, contracting agencies, and institutions.

II. RESPONSIBILITY:

Nature of Instructions - Employees report to a Regional Mental Health Director and receive programmatic direction from the Substance Abuse Program Manager for Employee Assistance Program. Employees have considerable flexibility in scheduling and implementing their work plans.

Nature of Review - Employees receive limited technical review. Various management reports and staff conferences serve as a mechanism to assess employees level of performance.

Scope of Decisions - Employees work with area mental health programs and state institutions to provide programmatic and clinical expertise in developing and marketing services for troubled employees.

Consequence of Decisions - Decisions impact on the quality and availability of services provided to troubled employees by area mental health programs, contracted agencies and state institutions. Decisions made on assessment and referral of individual employees can delay appropriate treatment and could affect employees' employment status.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Employees work with area mental health administrators, supervisors, and line staff to accomplish program objectives. Work requires employees to interface with other regional staff, service providers and management of local industries.

Nature and Purpose - Consultative and technical assistance activities involve assisting area mental health programs in developing, maintaining, and marketing program services. Direct service activities to troubled employees are to refer to appropriate treatment sources.

IV. OTHER WORK DEMANDS:

Work Conditions - Travel is required to area mental health centers, contracted service providers, and other work locations.

Hazards - Employees will have periodic exposure to hazards in the field: driving, rural, inner-city settings, inclement weather.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of program objectives and standards; considerable knowledge of area mental health administration, methods of delivery of local services and funding relationships; general knowledge of the goals and methods of practice of other substance abuse professionals. Ability to participate effectively in program planning, evaluation, quality control and marketing methods; ability to communicate clearly and concisely in oral and/or written form.

Minimum Training and Experience Requirements - Master's degree in a Human Services area and one year of clinical experience in a related substance abuse program; or graduation from a four-year college or university with a degree in a Human Services area and three years of experience in a related substance abuse program, including one year of clinical experience; or graduation from a four-year college or university and four year's of experience in a relaxed substance abuse program, including one year of clinical experience; or an equivalent combination of training and experience.