



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 411.5

Job Title: **EAP MANAGER**

Pay Grade: 27

GENERAL SUMMARY:

Oversees the planning, operations, and management of the City of Houston's (COH) Employee Assistance Program (EAP); provides leadership for all clinical services and administrative staff. Provides strategic planning and program development, including EAP services, digital therapeutics, outpatient and inpatient referrals, and coaching. Manages aspects of the external EAP, including performance guarantees, promotional materials, network data, utilization, and employee satisfaction.

RESPONSIBILITIES:

- Develops and provides leadership and guidance to the department's internal EAP staff, and evaluates their performance.
- Designs, implements, evaluates, and improves the Employee Assistance Program; monitors outcomes and report trends.
- Responsible for case management; consults with management on the identification and resolution of high-profile cases and significant incidents to protect organization's interests and reputation.
- Leads department in researching and implementing sound and effective methodologies of EAP services throughout the organization.
- Interfaces with shared services and business units on issues relating to the impact of employee behavior on workplace productivity and safety.
- Manages diagnostic assessment, evaluation and referral services to employees experiencing sociological or psychological problems affecting job performance or physical well-being.
- Provides direct EAP service consultation and referrals to the most appropriate professional or treatment resource based on assessment outcome; and conducts "back-to-work" conferences.
- Provides consultative services and behavioral health subject matter expertise to management on a variety of issues and concerns in the workplace.
- Advises on the COH's mental health and substance abuse benefit design; and oversees the performance of the COH's external EAP managed behavioral health vendor.
- Provides and facilitates a seamless response to crisis calls, potential threats of violence, and critical incidents.
- Implements, and upholds departmental policies and procedures; develops and conducts orientation sessions for employees and managers on EAP policies and procedures.
- Monitors and audits select EAP cases to ensure that assessment, treatment, and follow-up protocols are uniformly adhered to; and provides feedback to EAP staff on documentation and service delivery.
- Oversees the data systems that track EAP activities for the internal and external services.
- Manages the business and administrative affairs of the program, including preparation and monitoring of budgets and expenditures.
- Provides collaboration with key departments (i.e., Office of Veteran Affairs, Police, Fire, etc.) on citywide initiatives.
- Required to be "on call" or "onsite" during emergency situations.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Master's degree in a social or behavioral science, such as Sociology, Psychology, Social Work, Counseling, or a directly related field.

License/Certifications: Requires at least one of the following Texas licenses/certificates: Licensed Professional Counselor (LPC), Licensed Professional Counselor Supervisor (LPCS), Licensed Clinical Social Worker (LCSW), or Licensed Master Social Worker (LMSW). Preferred additional certifications: National Certified Counselor Certification (NCC), Master Addiction Counselor (MAC), Licensed Chemical Dependency Counselor (LCDC).

KNOWLEDGE:

Requires a Master's degree in a Mental Health such as Psychology, Sociology, Social Work or a directly related field; knowledge of and experience in Threat Management; Employee Assistance Program delivery; employee assistance-related policies, procedures, regulations, EAP standards, ethical practices, and related laws.

EXPERIENCE:

Requires five years of experience in the area of employee assistance or a directly related field. Two years of the above experience must be in a supervisory capacity, and two years of documented Substance Abuse experience or training is preferred.

COMPLEXITY:

Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

IMPACT OF ACTIONS:

Errors in work could lead to significant expense and disruption. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with employees, professionals, supervisors, managers and occasionally with Assistant Directors or Directors. Interaction requires substantial sensitivity and cooperation involving highly sensitive issues or problems.

External Contacts:

Level of external contact is primarily with vendors and professional contacts with allied organizations, visitors and/or mid-level representatives of government agencies and guests. Interaction requires substantial sensitivity, cooperation and persuasion leading to resolution of highly complex issues.

SPECIFICATIONS: (continued)

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description. Performs related work as required.

JOB FAMILY:

EAP Counselor
EAP Manager

Effective: May 2021