CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 411.4

Job Title: **EAP COUNSELOR**

Pay Grade: 20

GENERAL SUMMARY:

Under general supervision, provides professional Employee Assistance Program (EAP) services to City of Houston employees including the assessment of the client's primary problem(s) and refers the client to an appropriate treatment resource. Evaluates, recommends, and maintains close relationships with inpatient and outpatient counseling and treatment facilities. Responds to crisis situations as well as complicated client cases.

RESPONSIBILITIES:

- Based on assigned departments, provides assessment, referral, and brief counseling that includes follow-up to customer employees for work-related concerns.
- Conducts comprehensive bio-psychosocial clinical assessments both on the telephone and in person.
- Provides in-person, short-term, solution focused counseling to both individuals and couples.
- Provides comprehensive case management and referrals to specialized services such as substance abuse treatment, psychiatry, and on-going psychotherapy.
- Administers the online Substance Abuse Subtle Screening Inventory (SASSI) to customer employees as needed.
- Maintains documentation of all activities and clinical records.
- Provides linkage to external resources.
- Required to be "on call" 24/7 (on a rotating basis, if available) or may be required to be "onsite" during emergency situations.

SPECIFICATIONS:

KNOWLEDGE:

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

SPECIFICATIONS: (continued)

LICENSE/CERTIFICATIONS:
Requires at least one of the following Texas licenses/certificates: Licensed Professional Counselor (LPC), Licensed Professional Counselor Associate (LPC-A), Licensed Master Social Worker (LMSW), Licensed Marriage and Family Therapist (LMFT), or Licensed Chemical Dependency Counselor (LCDC). Preferred additional certifications: National Certified Counselor Certification (NCC), Licensed Chemical Dependency Counselor (LCDC).

EXPERIENCE:
Two years of professional mental health and substance abuse counseling experience (EAP experience preferred).

COMPLEXITY:
Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

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:
No direct reports.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with employees, professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat 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 involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher-level problem resolution.

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
Senior EAP Counselor
EAP Manager

Effective: May 2021
Revised: October 2022