



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 411.5

Job Title: **EAP MANAGER**

Pay Grade: 26

GENERAL SUMMARY:

Oversees the planning, operations, and management of the City of Houston's Employee Assistance Program (EAP).

RESPONSIBILITIES:

- Supervises and develops internal EAP staff.
- Designs, implements, evaluates and improves the Employee Assistance Program.
- Manages diagnostic assessment, evaluation and referral services to employees experiencing sociological or psychological problems affecting job performance or physical well-being.
- Responsible for program case management. Makes referrals to the most appropriate professional or treatment resource based on assessment outcome.
- Develops and conducts orientation sessions for employees and management on EAP policies and procedures.
- Conducts "back-to-work" conferences.
- Monitors outcomes and reports trends.
- Manages the business and administrative affairs of the program, including preparation and monitoring of budgets and expenditures.
- Performs other related duties as directed.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Psychology, Sociology, Social Work or a directly related field.

License/Certificate: Requires at least one of the following Texas licenses/certificates: LPC, LCSW, CEAP, CCDS, CADAC, LMFT, NADAC I & II or LCDC.

EXPERIENCE:

Five years of experience in the area of employee assistance or a directly related field are required. Two years of the above experience must be in a supervisory capacity. A Master's degree in Psychology, Sociology, Social Work, or a directly related field may be substituted for two years of the experience requirement.

SPECIFICATIONS: (continued)

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 inconvenience. 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 professionals and supervisors and occasionally with Managers and Assistant Directors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

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.

JOB FAMILY:

Counselor
Senior Counselor
EAP Manager

Effective: March 1997