

EMPLOYEE ASSISTANCE PROGRAM COORDINATOR (P/T)

Department: Human Services
Classification: Non-Competitive
Specification Number: 1850
Approved: 10/31/2022
Revised: 6/15/23 by JG

MINIMUM QUALIFICATIONS

Either:

- a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in a human service-related field and three (3) years of experience in either counseling or program administration within a human service agency or private sector program that deals with such problems as alcohol/drug abuse, legal/financial problems or similar problems; or,
- b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in a human service-related field and five (5) years of experience in either counseling or program administration within a human service agency or private sector program that deals with such problems as alcohol/drug abuse, legal/financial problems or similar problems.

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for coordinating and administering a program of public awareness for the purpose of identification, treatment/counseling and follow up on employees and their family members who are experiencing problems which appear to have an adverse impact upon the employees' work habits, productivity or behavior. These problems may be exhibited through alcohol or drug abuse, family/marital problems, stress, emotional or nervous conditions, legal and/or financial problems, and medical disabilities. It is the coordinator's responsibility to identify community resources for employees' referral and establish procedures for program participant and to afford initial assessment of prospective program clients. The work is reviewed by discussion, and submission of narrative and statistical reports. Supervision may be exercised over a clerical person. Does related work as required.

TYPICAL WORK ACTIVITIES

- Interviews, assesses and refers for treatment employees and their family members who may exhibit actions which may impair the employees' ability to be mutually productive both to themselves and the Town;
- Conducts orientation sessions with department administrators, supervisors and employee groups to explain the program, the procedures for client entry and simple signs which may indicate an employee with a problem;
- Develops a resource of public and private sector agencies which treat a wide variety of human problems that can be used as referrals when initial assessment indicates a particular problem; explains the program to these agencies;
- Establishes a link up or referral procedure and follow up procedures with these counseling agencies;
- Provides training through lectures and other teaching devices to management and unions in areas of identifying employees with problems and how to approach them to get help from this program;
- Develops a systematic procedure for follow-up with the employee or their family members who have referred themselves to the program;
- Creates and nurtures within the workplace a responsive system of crisis intervention.

KNOWLEDGE, SKILLS, ABILITIES and PERSONAL CHARACTERISTICS

Thorough knowledge of the purpose and entry procedures of governmental and private agencies which are structured to deal with problems such as alcohol substance/drug abuse, family/marital problems, legal and/or financial and medical disabilities; good knowledge of the principles, methods, procedures and techniques used in ascertaining and counseling people with personal problems; working knowledge of the administrative procedures and methods used in program planning and evaluation; working knowledge of the skills involved with crisis intervention, interviewing and evaluation; ability to make appropriate recommendations for treatment based upon information gained in interviews and knowledge of available community treatment programs; ability to communicate effectively with and secure the confidence and cooperation of program clients, professional colleagues, client families, medical and legal practitioners, and social agencies; ability to maintain the confidentiality necessary to oversee the administration of such a program; ability to organize and prepare clear and concise written material, such as evaluation; ability to develop new resources for the use of program clients; ability to observe and analyze behavior; ability to make appropriate recommendations for treatment based upon information.