

EMPLOYEE ASSISTANCE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position exists in a school district and involves responsibility for providing assistance and counseling services to employees and their families to aid in dealing with social and emotional problems by referring them to appropriate agencies for help. The agency establishes prescribed guidelines to allow flexibility in determining scope of referral services and helping employees adjust to their problems. Referred employees are expected to consult and cooperate with professionals in other disciplines and agencies to aid them in recognizing the significant social components and health care related to their problems and understanding the impact on their lives. The work is performed under the general supervision of an Assistant Superintendent or other administrator in accordance with school policy with leeway, allowed for exercise of independent judgement in carrying details of the work depending on organizational arrangements. Supervision may be exercised over the work of clerical employees assigned to assist with record keeping in the project. Does related work as required.

TYPICAL WORK ACTIVITIES: (ILLUSTRATIVE ONLY)

Identifies the nature of the problem so that appropriate referral may be made for employees and family members with problems related to alcohol, drug, marital and financial problems, physical illness and behavior-medical disorders;
Helps the employees identify problems through training and/or volunteer referral;
Motivates employees to seek and accept help from other agencies and/or professionals;
Evaluates agencies for referral of employees;
Refers employees or family members to proper social agencies dealing with the individual's problems;
Maintains confidentiality as defined in district Employee Assistance Program policy;
Aids in restoring troubled employees to improved physical-mental health;
Conducts training sessions for employees and agencies on proper EAP program referral procedure;
Informs individual employees who have sought assistance concerning helping resources in their community;
Conducts problem-avoidance seminars;
Develops materials to promote the EAP concept and disseminates to appropriate committees and employees;
Oversees operation of the EAP office and maintains related confidential records;
Attends EAP committee meetings and local meetings as necessary;
Attends regional networking and training sessions concerned with the EAP program;
Prepares a variety of records and reports related to the work.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of interviewing, problem identification and referral techniques as they relate to an employee assistance referral program; working knowledge of social and psychological factors related to emotional and social problems; ability to prepare records and reports related to the Employee Assistance Program; ability to utilize community resources effectively to meet employee and family needs; ability to confer with and provide information to health and counseling professionals.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's Degree in social work, sociology, psychology, human services or resources or a closely related field; **OR**
- B. Graduation from a regionally accredited or New York State registered two year college or university with an Associate's Degree as described in (A) above **AND** two (2) years of full-time paid social work or counseling experience concerning referral of employees for professional care or services; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of full-time paid counseling or social work experience as outlined in (B) above; **OR**
- D. An equivalent combination of experience and training, as defined by the limits of (A) through (C) above.