

EMPLOYEE ASSISTANCE PROGRAM COORDINATOR

Recruitment #1512-4308-001

List Type Original

Requesting Department DEPT OF EMPLOYEE RELATIONS

Open Date 1/13/2016

Filing Deadline 2/19/2016 11:59:00 PM

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INTRODUCTION

What Milwaukee can offer YOU

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

The City of Milwaukee offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work. The City offers a comprehensive benefits package, including a top rated pension plan, health and dental benefits, paid time off including vacation, 11 holidays and sick leave accrual, and much more.

PURPOSE

Do you enjoy assisting individuals to find resources that help them handle life's challenges? Would you like to contribute to improving employee well-being, retention and satisfaction in the workplace?

The Employee Assistance Coordinator provides confidential help to city workers and families dealing with issues related to stress, depression, alcohol/drug abuse, gambling, domestic violence and related issues, and financial challenges. The position provides expert consultation, training and intervention and makes referrals for diagnosis, treatment and assistance. The Coordinator also facilitates crisis intervention both with individuals and within work units as necessary.

ESSENTIAL FUNCTIONS

- Provide counseling, referral services and education to City of Milwaukee employees and family members for the purpose of helping employees with work/life challenges that affect work performance.
- Handle employee self-referrals, formal referrals and DOT referrals and conduct a comprehensive professional assessment of the client's needs and choose the appropriate resources, referrals and educational materials and conduct client monitoring, follow-up, and quality assurance on cases.
- Design and facilitate training for City of Milwaukee employees and supervisors on EAP and related issues including key personnel training.
- Provide assessment, referral, training, monitoring and reporting.
- Work with City agencies to facilitate critical incident stress debriefings and provide on-going consultation services to peer stress programs in the Milwaukee Police Department and the Fire Department.
- Perform EAP administrative functions including documenting all case activity, data collection, recordkeeping, report preparation.
- Design, coordinate and implement all program promotional materials including newsletters and other educational brochures.

- Build and maintain working relationships with key community stakeholders including healthcare providers to ensure effective and efficient referrals.
- Assist in developing, implementing, and coordinating other employee relations activities including but not limited to wellness initiatives, labor research and analysis, and recruitment.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Bachelor's Degree in Social Work from an accredited college or university.
 - ***IMPORTANT NOTE:*** *To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected.*
 - *Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed.*
2. Three years of related professional experience in counseling, social work or mental health services.
3. Certification as a Certified Social Worker (CSW). Equivalent combination of education and experience may be considered.
4. Valid driver's license at time of appointment and throughout employment.

DESIRABLE QUALIFICATIONS

- Master's Degree in Social Work.
- Experience in an EAP setting.
- Certified Employee Assistance Professional (CEAP) certification, Substance Abuse Professional (SAP) certification, Certified Advanced Practice Social Worker (CAPSW), Certified Independent Social Worker (CSM), or Licensed Clinical Social Worker (LCSW) certification.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of psychology including human behavior, individual differences in ability, personality and interests to assist in referral of necessary services.
- Knowledge of principles and processes for providing personal services including needs assessment of employees and family members.
- Knowledge of principles and methods for training design and instruction to develop educational sessions for employees and family members.
- Skill in public speaking to provide training to groups of employees and managers.
- Oral communication skills to effectively communicate information.
- Written communication skills to effectively convey information and ideas in writing and develop effective educational materials.
- Computer skills to use database, internet and word processing software to research, document and track referrals and case activity and create newsletters and other educational materials.
- Service oriented to actively look for ways to help employees and managers.
- Ability to provide counseling to employees and families for work/life problems.

- Ability to perform a needs-assessment and direct employees to the appropriate resources.
- Ability to develop training for employees and managers.
- Ability to evaluate, analyze, and troubleshoot situations and provide effective intervention strategies.
- Ability to provide services in a culturally sensitive manner.
- Ability to diffuse high-tension or stressful situations.
- Ability to maintain confidentiality.
- Ability to establish collaborative working relationships with individuals at all levels of the organization including employees, policy makers, elected officials, managers and supervisors, and labor unions.
- Ability to work independently, identify priorities, manage multiple tasks, and change direction as necessary.
- Ability to build and maintain community partnerships with healthcare providers to ensure effective and efficient referrals.

CURRENT SALARY

SALARY (2EX) The starting salary for City of Milwaukee residents is \$45,306 and for non-residents is \$44,195. Appointment at up to \$63,426 for residents or \$61,870 for non-residents is possible based on qualifications and experience.

SELECTION PROCESS

The selection process will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **February 3, 2016**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

- **NOTE:** The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all employees. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.