NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 68
Fiscal Year: 2014/2015
Posted Date: 05/21/2015
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
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<tbody>
<tr>
<td>1</td>
<td>2594</td>
<td>Employee Assistance Counselor</td>
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<tr>
<td>2</td>
<td>2595</td>
<td>Senior Employee Assistance Counselor</td>
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</tbody>
</table>

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Megan Siems, Senior Classification and Compensation Analyst, at (415) 557-4898 or by email at Megan.Siems@sfgov.org.


cc: All Employee Organizations
    All Departmental Personnel Officers
    DHR – Class and Comp Unit
    DHR – Client Services Unit
    DHR – Employee Relations Unit
    DHR – Recruitment and Assessment Unit
    DHR – Client Services Support Services
    Micki Callahan, DHR
    Michael Brown, CSC
    Sandra Eng, CSC
    Linda Cosico, DHR
    Maria Newport, SFERS
    Risa Sandler, Controller/Budget Division
    Devin Macaulay, Controller/ Budget Division
    Theresa Kao, Controller/ Budget Division
    Drew Murrell, Controller/ Budget Division
    Alex Koskinen, Controller/ Budget Division
    E-File
Title: Employee Assistance Counselor
Job Code: 2594

INTRODUCTION
Under general supervision, provides pre-treatment clinical assessment, short term counseling and referral of City and County employees experiencing job performance difficulties related to personal or work-related problems, such as stress, depression, anxiety, substance abuse, problems such as alcohol and chemical abuse, emotional concerns or relationship issues, legal, financial and/or marital problems; conducts group sessions and seminars, and trainings, and consultations on issues related to personal and organizational wellness, workshops on alcohol and drug misuse and other issues related to job performance; provides consultation and follow up to supervisory and union personnel regarding employee recovery; prepares records and reports; and performs related duties as required.

DISTINGUISHING FEATURES
The 2594 Employee Assistance Counselor is distinguished from the higher level 2595 Senior Employee Assistance Counselor in that the former provides direct services to clients and organizational wellness services under the supervision and direction of the Senior Employee Assistance Counselor, who assumes broader responsibilities which include the development and implementation of management training programs.

SUPERVISION EXERCISED
None

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Provides pre-treatment clinical assessment, brief short-term counseling and referral services to employees of the City and County who are experiencing job performance difficulties related to personal or work-related problems, such as stress, depression, anxiety, substance abuse, problems such as alcohol and chemical abuse and emotional concerns or relationship issues; provides counseling of family members and significant others as appropriate legal, financial and/or marital problems to reduce the impact of such problems on work performance.

2. Consults with supervisors, managers, human resource professionals, clinical specialists, and union representatives regarding and family members regarding specific employee issues of individual employees in conformance with program and confidentiality policies; analyzes job performance data and recommends specific methods or techniques to resolve performance problems including appropriate supervisory interventions

3. Conducts prevention and pre-treatment groups and workshops on alcohol and drug misuse and other personal and interpersonal issues including workplace attitudes and climate and their impact on job performance. Facilitates seminars and trainings for employees and management on personal, interpersonal and organizational issues such as the effective management of stress.
anger and emotions, workplace negativity and dealing with difficult people.

4. Conducts follow-up interviews with employees, supervisors and union representatives to assist in evaluation efforts to determine the effectiveness of services provided.

5. Educates, conducts training sessions for first level employees, supervisors, personnel and managers regarding EAP program services offerings, how to access services, and early identification of personal and workplace problems, and referrals to the program of employees with job performance difficulties related to personal problems.

6. Provides trauma response, crisis intervention and mediation/conflict resolution services as requested.

7. Collects client and program data for tracking, conducts analysis on the management information system and statistical analysis, and prepares related records and reports as requested.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge, Abilities and Skills:
Knowledge of: Drug-Free Workplace provisions, substance abuse treatment modalities and the effects of chemical dependency on the workplace; public and private community resources; organizational behavior and group dynamics; FMLA, EEO and ADA provisions, principles of behavioral health, substance abuse, mental health and dual diagnosis.

Ability to: assess scope of problems related to performance difficulties and plan an appropriate course of action; conduct prevention and pre-treatment workshops of chemical dependency and other issues related to job performance; facilitate seminars and trainings on issues related to personal and organizational wellness; prepare clear and concise reports; and communicate effectively both verbally and in writing.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

Three (3) years of clinical experience post-licensure

License and Certification:

Possession of a current unrestricted Behavioral Health license in the State of California (LPC, LCSW, MFT, PsyD, PhD)

Substitution:
SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 2595 Senior Employee Assistance Counselor

ORIGINATION DATE: 1/8/1987

AMENDED DATE: 5/xx/2015

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN, SFMTA
INTRODUCTION

Under direction general supervision the Senior EAP Counselor provides direction and supervision to a team of counselors providing organizational wellness services and engaged in direct client counseling; provides clinical the assessments, short-term counseling, and referral of City and County employees who have experienced job performance difficulties related to personal or work-related problems such as alcohol and drug abuse, emotional, financial, legal, or marital problems; conducts seminars, and trainings, and consultations on issues related to personal and organizational wellness; provides managerial and supervisory consultation and training regarding program services and early identification and referral of employees to the program; provides pre-treatment assessment, brief counseling and/or crisis intervention for employees and their families; collects and analyzes program data to track clients and evaluate services; prepares records and reports; and performs related duties as required.

DISTINGUISHING FEATURES

The 2595 Senior Employee Assistance Counselor is distinguished from the lower level 2594 Employee Assistance Counselor in that the former provides professional direction and supervision to a team of journey level Employee Assistance Counselors and assumes major responsibility for the development and presentation of managerial training sessions. handles more complex organizational and clinical issues. The class is distinguished from the higher level Employee Referral Program Director in that the latter supervises the Senior Employee Assistance Counselor and assumes ultimate responsibility and accountability for the entire Employee Assistance Program.

SUPERVISION EXERCISED

May supervise 2594 Employee Assistance Counselors.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Participates in the selections of, trains and evaluates a team of journey level counselors primarily engaged in the pre-treatment assessment, brief counseling, information and referral of clients experiencing job performance difficulties related to drug and alcohol abuse, marital, financial, family, legal, or other personal problems.

2. Provides clinical assessment, short-term counseling, and referral of City and County employees experiencing difficulties related to personal or work-related problems, such as stress, depression, anxiety, substance abuse, emotional concerns or relationship issues; provides counseling as to family members and significant others as appropriate.

3. Develops and conducts educational and training sessions for departmental, Educates employees, managers, supervisors, and union personnel regarding employee assistance program services offerings, how to access services, and early identification of personal and
Title: Senior Employee Assistance Counselor  
Job Code: 2595

workplace problems, and referrals to the program of employees with job performance problems related to personal issues; directs the development of programs, resources, and EAP initiatives.

43. Provides consultation to departmental managers, supervisors, union personnel, human resources professionals, clinical specialists, and family members regarding specific issues of individual employees in conformance with program and confidentiality policies; recommends specific methods or techniques for resolving performance problems, including appropriate managerial and supervisory interventions.

5. Directs development of, creates, and facilitates seminars and trainings to employees and management on personal, interpersonal and organizational issues such as the effective management of stress, anger and emotions, workplace negativity and dealing with difficult people.

64. Provides crisis intervention, trauma response short term counseling, and mediation/conflict resolution services as necessary to employees who are either self-referred or directed to the program by supervisory staff; conducts follow-up interviews with managers, supervisors, unions and employees to determine the effectiveness of services provided.

75. Participates in the assessment of the quality and suitability of community programs for EAP clients; functions as liaison between community based programs and the Employee Assistance Program. Leads evaluation efforts to determine the effectiveness of the overall program and specific services provided and prepares the reports.

6. Collects and analyzes program data such as program activity statistics and results of questionnaire surveys to evaluate services and identify program needs; prepares related reports.

7. Assumes program administration responsibilities in the absence of the director.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Requires comprehensive knowledge of: Drug-Free Workplace provisions, substance abuse treatment modalities and the effects of chemical dependency in the workplace; public and private community resources; organizational behavior and group dynamics; FMLA, EEO and ADA provisions, principles of behavioral health, substance abuse, mental health and dual diagnosis; EAP

Requires the ability to: design and implement survey questionnaires and analyze data; develop and present management training programs; assess scope of problems related to performance difficulties and plan an appropriate course of action; facilitate seminars and trainings on issues related to personal and organizational wellness; supervise journey level EAP counselors; prepare clear and concise reports; and communicate effectively, both verbally and in writing.

MINIMUM QUALIFICATIONS
Title: Senior Employee Assistance Counselor  
Job Code: 2595

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

**Education:**

**Experience:**

Five (5) years of clinical experience post-licensure, three (3) of which must have been in or for an employee assistance program.

**License and Certification:**

Possession of a current unrestricted Behavioral Health license in the State of California (LPC, LCSW, MFT, PsyD, PhD)

Certification as a Certified Employee Assistance Professional (CEAP)

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

**ORIGINATION DATE:** 1/8/1987

**AMENDED DATE:** 5/xx/2015

**REASON FOR AMENDMENT** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

**BUSINESS UNIT(S):** COMMN, SFMTA