

City and County of San Francisco  
Carol Isen  
Human Resources Director



Department of Human Resources  
*Connecting People with Purpose*  
www.sfdhr.org

**NOTICE OF FINAL ACTION TAKEN BY THE  
HUMAN RESOURCES DIRECTOR**

Date: May 02, 2023

Re: **Notice of Proposed Classification Actions – Final Notice No. 19 FY 2022/2023  
(copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective May 02, 2023.

Carol Isen  
Human Resources Director

by:

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Steve Ponder  
Classification and Compensation Director  
Human Resources

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 Operations  
Carol Isen, DHR  
Sandra Eng, CSC  
Erik Rapoport, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Senior Employee Assistance Counselor  
Job Code: 2595**

**DEFINITION**

Under direction 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 assessments, short-term counseling, and referral of City and County employees experiencing difficulties related to personal or work-related problems; conducts seminars, trainings, and consultations on issues related to personal and organizational wellness;; 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 handles more complex organizational and clinical issues.

**SUPERVISION EXERCISED**

Supervises 2594 Employee Assistance Counselors.

**EXAMPLES OF 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 selection of, trains and evaluates a team of journey level counselors
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 to family members and significant others as appropriate.
- 3 Educates employees, managers, supervisors, and union personnel regarding employee assistance program service offerings, how to access services, early identification of personal and workplace problems, and referrals to the program; directs the development of programs, resources, and EAP initiatives.
4. Provides consultation to 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.

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

7. Leads evaluation efforts to determine the effectiveness of the overall program and specific services provided and prepares the reports.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Drug-Free Workplace provisions ; FMLA, EEO and ADA provisions, principles of behavioral health, substance abuse, mental health and dual diagnosis; EAP

Ability or Skill to: 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**

*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)

Possession or the ability to obtain certification as a Certified Employee Assistance Professional (CEAP) within one (1) year of appointment.

Substitution:

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

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

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**AMENDED DATE:** 6/4/2015; 5/2/2023

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

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