

DIRECTOR OF PROGRAM DEVELOPMENT II (EMPLOYEE ASSISTANCE PROGRAM)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Commissioner of the Department of Community Mental Health, the incumbent directs the Employee Assistance Program (EAP) for County and other public employees. The incumbent of this class is responsible for developing and overseeing programs designed to support employees and their families with various aspects to help relieve issues that may be impacting work performance. These issues may involve alcohol, substance abuse/addiction, family, finances, emotional, health or other job-related issues which may adversely affect performance on the job. Wide latitude is given for exercising independent judgment and in representing the department. Responsibility involves policy formulation and making recommendations to the Commissioner and Executive staff, as well as the development of effective communication and functional relationships with all department heads, managerial and supervisory employees responsible for the job performance of County and other public employees. The incumbent will also perform all outside provider/vendor contracts with outside vendors, programmatic, administrative and operational functions oversight pertaining to the development, implementation, and effectiveness of programs ensuring appropriate counseling and referral services on a myriad of vital information for public employees with issues relating to behavioral, medical or other life stress, which affect job performance or personal lives of employees. Supervision is exercised over professional and administrative support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs, manages, organizes, implements and regularly evaluates the effectiveness of the programs designed to provide assistance to employees experiencing issues by means of counseling and referral services in order to meet County policy and standards for job performance;

Develops and maintains effective communication and working relations with department heads, managers, and union representatives for referrals, consultation and follow up of affected employees;

Establishes practices and procedures to safeguard the confidentiality of employee services;

Gathers and analyzes information regarding programs pertaining to alcohol, substance abuse/addiction, family and emotional well-being, and current trends affecting the work environment, and develops effective response strategies;

Develops and maintains a network of available resources, both within County services and in the community, for referral services which includes identification of providers that are able to provide culturally and linguistic competent services and also apply evidence-based and best practice models of treatment and support;

Provides leadership in organizing, promoting and facilitating educational programs and trainings to county workforce, contracted agencies, including the preparation and delivery of training curriculum, recorded modules and awareness forums, and engages in quality assurance to ensure the integrity of the information in the services provided;

Develops promotional and informational campaigns promoting available services via informational brochures, orientation workshops, supervisory trainings, facilitator networks and seminars;

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EXAMPLES OF WORK: (Illustrative Only) (Continued)

Prepares proposals for the development, expansion, and continuation of programs in coordination with state regulations, departmental goals, policies, and procedures;

Responsible for conducting data analysis and the oversight of data collection pertaining to direct services, training and educational events, program effectiveness, workforce trends and needs, as well as information useful to management in human resources planning;

Maintains a collegial rapport with Federal, State, professional organizations, and agencies personnel who will use the information to make data-driven service/provider decisions;

Participates in the presentation of information concerning the mission and services of Community Mental Health to various service organizations and agencies as it relates to the programs designed to provide assistance to employees having issues;

Supervises and trains subordinate professional positions providing employees with counseling and referral services for problems related to alcohol/substance abuse/addiction, family, finances, emotional, health, or other job related issues affecting their performance and/or attendance;

Provides assessment, counseling and referral services to employees, and provides clinical consultation and guidance to subordinate professionals for situations involving more complex needs;

Reviews and evaluates the work of staff to ensure effective services to employees consistent with program goals and objectives, particularly in the area of client assessment, referral, confidentiality, civil service and personnel rules, insurance coverage, sick leave policy, performance standards, disciplinary action, grievance procedure, and other areas affecting public employment; addresses public groups such as professional organizations, community groups, and local jurisdictions representing the Commissioner and Westchester County in the area of Employee Assistance;

Develops and maintains detailed records and confidential files of program activities;

Keeps abreast of trends in the field by means of scientific and professional journals, seminars, conferences and continuing education;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of facilities and treatment resources, public and private, for the treatment of medical/behavioral problems; good knowledge of New York State guidelines for Occupational Assistance Programs as they relate to program goals and objectives; familiarity with organizational and administrative practices and procedures; familiarity with Civil Service laws, rules and regulations as they apply to disciplinary action and disability as well as County Rules and Regulations involving insurance coverage, sick leave, disciplinary action and grievance

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Continued) procedures; skill in the area of individual, family and group counseling; ability to deal effectively with a wide variety of professional and lay personnel; comfortable in addressing groups and experience in advertising program services; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; emotional maturity; initiative; tact; sound professional judgment; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of certification as a Social Worker, Psychologist, Employee Assistance Professional, or Alcoholism Counselor issued by the State of New York and a Bachelor's Degree* and six years experience in counseling, social work, or rehabilitation, two years of which must have been at the supervisory/administrative level.

SUBSTITUTION: Successful completion of a Master's Degree* in Public Administration, Health Administration, Psychology or Social Work may substitute at the rate of 30 credits per year for up to two years of the required general experience. There is no substitute for the two years experience at the administrative/supervisory level.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York.