

**CLASSIFICATION:** EMPLOYEE ASSISTANCE PROGRAM FIELD REPRESENTATIVE

**Class Code:** 4050-24

**Date Established:** 08-05-96

**Occupational Code:** 7-7-1

**Date of Last Revision:** 7-17-15

**Exempt Status:** Exempt

**BASIC PURPOSE:** To provide services in the areas of employee/family assessment and referral, organization consultation and training, to Employee Assistance Program clients and family members.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Analyzes specialized problems and treatment intervention options related to drug/alcohol abuse, mental illness and other areas of psycho-social problems.
- Provides assessment, short-term problem resolution or referral, follow-up services and crisis intervention to employees and their families.
- Provides consultation and direction to management/supervisory level staff to resolve workplace issues.
- Provides emergency services to critical incidence or trauma response, as well as critical incident stress debriefing, for groups of employees, in response to traumatic incidents.
- Establishes effective working relationships with and evaluates community referral resources that provide services to EAP clients.
- Offers mediation services for conflict resolution.
- Evaluates program service provider networks and negotiates with other professionals in state and community agencies and professional organizations, to cultivate a service network.
- Conducts management raining for supervisors.
- Develops and implements program promotions and awareness activities such as educational workshops, newsletter articles, and distribution of publicity materials for employees and family members.

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**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

**Knowledge:** Requires logical or scientific expertise to resolve problems of a specialized or professional nature in a wide range of applications.

**Impact:** Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

**Supervision:** Requires direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

**Physical Demands:** Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

**Communication:** Requires reviewing summaries and reports and making decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

**Complexity:** Requires evaluating a combination of wide-ranging job functions to determine work procedures, to solve problems, and to reach conclusions by applying analytical, technical, or scientific thinking. This level also requires planning policies and long-term strategies, drawing conclusions based on available criteria, and evaluating the effectiveness of program objectives.

**Independent Action:** Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

**MINIMUM QUALIFICATIONS:**

**Education:** Master's degree from a recognized college or university with major study in sociology, psychology, counseling, social work or divinity.

**Experience:** Three years' experience in a field or occupation relevant to Employee Assistance, in areas such as work organizations, EAP policy and administration, direct services, chemical dependency and addictions, and counseling personal and psychological problems, with responsibility for direct service delivery, and resource development. Each additional year of approved work experience may be substituted for one year of required formal education at the graduate level only.

**License/Certification:** Eligible to hold a driver's license and/or have access to transportation for use in statewide travel.

**RECOMMENDED WORK TRAITS:** Knowledge of mental health service systems and the nature of mental illness. Knowledge of rights of privacy and state and federal laws of confidentiality of client information. Knowledge of substance abuse prevention, treatment and rehabilitation. Knowledge of community organization and group dynamics. Knowledge of the elements of an Employee Assistance Program. Knowledge of the interviewing process and techniques. Knowledge of factors involved in effective alcoholism treatment. Ability to prepare written reports. Ability to establish and maintain effective working relationships with other state employees, organizations and individuals interested in the program. Ability to understand environmental factors in employee situations and relate same to health problems. Ability to provide consultation to individual employees and supervisors. Ability to communicate effectively with diverse public and professional organizations or individual employees. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.