

EMPLOYEE ASSISTANCE CONSULTANT, SR.

KIND OF WORK

Employee Assistance counseling, assessment and referral and consultation services at a senior level.

NATURE AND PURPOSE

Under limited supervision provide brief counseling and assessment/referral services to state employees and/or family members; create training and provide education opportunities; maintain client confidentiality; maintain knowledge of community resources for client referrals. Provide confidential consultation services to supervisors, managers, HR staff and union representatives regarding employee or work group concerns.

This class differs from the Employee Assistance Counselor in that the combination of formal education and work experience allow the incumbent latitude to respond to a wide range of situations and may be called upon as the expert for more serious/complex problems. Incumbents at this level are expected to deal with issues independently and be able to respond to more diverse groups.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Design, coordinate and present training programs consistent with agency/client needs as identified. Promote professional development, maintain current professional credentials and keep abreast of changing trends consistent with issues and situations as they arise.

Develop a relationship with assigned state agency contacts, an individual client or work group that allows for positive and confidential interventions. Insure the utilization of effective counseling techniques with individuals, provide a thorough assessment and offer referrals if appropriate.

Provide brief counseling services where appropriate. Consult with managers and supervisors regarding employee or workplace concerns. Facilitate and coordinate referral of client(s) to community based service providers or health plan services as appropriate. Serve on statewide committees or generate working partnerships as relevant to the mission and scope of EAP.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Must have knowledge of state government laws, rules, policies and procedures which includes labor relations information sufficient to apply in consultation with clients, understanding of the Minnesota Government Data Practices Act terms and conditions which relate to the confidentiality of client information. Must specialize in areas that require expertise to respond to complex problems such as, organization development, substance abuse, crisis intervention, etc. Must have knowledge of public, private and community based services and resources

sufficient to provide information and make appropriate referrals if necessary. Must have skills in a variety of assessment tools and techniques in order to conduct successful counseling sessions.

Ability to:

Must have ability to relate to all persons regardless of work role, race, disability, sexual orientation, religious belief, or cultural difference. Must establish and maintain liaisons with external community service providers and agency representatives. Must be able to work with management and other Employee Assistance office staff in recommending program modifications. Must have writing skills sufficient to prepare articles, trainings, client reports and maintain client record information. Must be able to respond proactively and constructively when dealing with emergency situations or critical incidents. Must have ability to determine appropriate client services and to read, comprehend and when necessary interpret complex information such as guidelines, regulations, medical reports, etc.

Est.: 11-26-91

T.C.:

Rev.:

Former Title(s):