

**CLASS SPECIFICATION**

**SAN DIEGO CITY CIVIL SERVICE COMMISSION**

**EMPLOYEE ASSISTANCE PROGRAM MANAGER**

**DEFINITION:**

Under direction, to develop, coordinate and administer an employee assistance and referral program for City employees and their family members with problems which may cause or contribute to work performance problems; and to perform related work.

**\* EXAMPLES OF DUTIES:**

- Manages the employee assistance and referral program for City employees and their family members;
- Recommends and develops new and enhanced employee assistance programs;
- Develops policies and procedures and ensures conformance of programs with established standards;
- Evaluates program effectiveness;
- Interviews employees and/or immediate family members to assess personal problems related to alcohol or substance abuse, family, marital or relationship problems, emotional, financial, legal, medical and other health or behavioral problems;
- Develops a plan of action designed to assist employees and/or family members in resolving personal problems which may cause or contribute to job performance problems;
- Refers individuals to appropriate community treatment providers, professionals, and service agencies;
- Establishes and maintains communication and follow-up contacts with supervisory personnel, treatment, and service providers as appropriate;
- Develops and maintains a comprehensive referral network of treatment and service professionals and agencies;
- Negotiates and administers contracts with treatment and service providers;
- Provides program orientations to employees and supervisors;
- Trains supervisors and managers in the benefits and use of employee assistance programs available;
- Trains, disciplines, and evaluates subordinate staff;
- Prepares annual budget estimates and monitors expenditures;
- Conducts special studies;
- Prepares correspondence, and develops promotional material and brochures to publicize the program's services.

**MINIMUM QUALIFICATIONS:**

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

College graduation with a Bachelor's degree, **AND** three years of experience counseling adults in a program designed to assist adults with a wide range of adjustment problems, such as substance abuse, alcoholism, family or marital conflict, or other health or behavioral problems. Qualifying experience must include practical experience counseling adults with alcohol and/or drug dependency, marital/family relationships, and emotional/stress related problems. Possession of a valid California Class C Driver's License.

\* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.