

JOB DESCRIPTION
San Diego County Office of Education

Senior Manager, EAP

Purpose Statement

The job of Senior Manager, EAP is done for the purpose/s of managing the employee assistance program, supervising employee benefit services and activities; overseeing assigned personnel; providing information to others; and scheduling work assignments within established timeframes and standards.

Essential Functions

- Administers counseling and management consultations for the employee and their family members (e.g. counseling services for health and substance abuse disorders and personal problems, etc.) for the purpose of ensuring correct resources are available when personal problems negatively impact employee work performance.
- Assists personnel (e.g. counselors, etc.) for the purpose of identifying the correct program for the employee/family member.
- Develops a wide variety of written materials (e.g. forms, procedures, brochures, pamphlets, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information in regards to counseling programs for personal issues.
- Maintains a wide variety of benefit information and confidentiality (e.g. drug abuse programs, counseling programs, etc.) for the purpose of providing programs to help increase productivity and reduce risk for worker compensation claims.
- Organizes workshops, meetings, community events, etc. (e.g. mental health programs, websites, etc.) for the purpose of developing staff and/or program participant skills and/or providing information on program requirements.
- Oversees billing from counselor's work load (e.g. payment of services by counselors, etc.) for the purpose of proper documentation to the business office.
- Participates in meetings, workshops and seminars for the purpose of conveying and/or gathering information required to perform functions.
- Prepares a variety of written materials (e.g. reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Responds to phone calls, emails 24 hours/day and 7 days a week (e.g. inquires, etc.) for the purpose of ensuring communication to the employee is in a timely manner.
- Trains employees (e.g. counseling services offered, etc.) for the purpose of complying with the standards of the profession.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the EASE program.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, highly complex, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based

competencies required to satisfactorily perform the functions of the job include: planning and managing projects; utilizing standard office equipment including using pertinent software applications; and developing PeopleSoft benefit programs; conducting meetings; counseling and mentoring employees.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: retirement system programs, various insurance benefits programs; pertinent codes, policies, regulations and/or laws; codes/laws/rules/regulations/policies; concepts of grammar and punctuation; health standards and hazards; knowledge of community resources; practices of personnel administration; practicing cultural competency while working collaboratively with diverse groups and individuals.

ABILITY is required to schedule a number of activities, meetings, and/or events; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with a variety of data; and utilize job-related equipment. Independent problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; setting priorities; working as part of a team; and working with frequent interruptions; adapting to changing work priorities; available on-call; working extended hours; working with detailed information/data.

Responsibility

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing a department; monitoring budget expenditures. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience within a specialized field is required.

Education Masters degree in job-related area.

Equivalency

Required Testing

Certificates

Driver's License & Evidence of
Insurability
Licensed Counselor

Continuing Educ./Training

Clearances

Criminal Justice Fingerprint/Background
Clearance

Drug Test
TB Screen

FLSA State: Exempt

Salary Range: Classified Management, Grade 47

Personnel Commission Approved: October 19, 2016