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STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

EMPLOYEE ASSISTANCE OFFICER

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future professional positions located within the classified service. Positions allocated to this series provide specialized consultative services to management in the development, implementation, and ongoing monitoring and coordination of services to state employees participating in or referred to an employee assistance program (EAP) operated by the State. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses professional confidential administrative positions located within a number of state agencies. Positions allocated to this classification provide coordination and direction of an EAP within a state agency. They maintain close liaison with management, legal staff, personnel services, employment relations, training, affirmative action, and related human resource functions within or across department or agency lines. Positions provide consultation to management in complex and sensitive personnel matters that are complicated by behavioral and/or medical problems and potential liability (i.e. suicide, homicide risk). Positions maintain liaison with community resources and the volunteer employee assistance coordinator network in developing and maintaining an effective EAP. Positions may supervise Employee Assistance Specialists and positions in other classifications in support of a department’s EAP, although supervisory responsibilities are not necessary in order for a position to be classified as an EAP Officer.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which are engaged in the provision of employee assistance activities a majority of the time but are not responsible for direction of an EAP, and are more appropriately classified as Employee Assistance Specialist.
2. Positions which perform employee assistance activities for less than a majority of the time and as an adjunct to other, responsibilities which constitute a majority of the time.
3. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competitive examination.

II. DEFINITION

EMPLOYEE ASSISTANCE OFFICER

Positions function, for a majority of the time, as Director of an EAP within a state agency. They develop, recommend and implement criteria for the agency in the areas of EAP policy, program standards, procedures, surveys and program evaluation. They maintain close liaison with community resources, agency management, legal counsel, personnel, employment relations, training, affirmative action, and related human resource staff across department lines in providing information on and developing and maintaining an effective agency EAP. Positions are primarily responsible for: provision of consultation to agency management in matters regarding EAP; provision of training to management staff and union representatives to develop an understanding of EAP objectives and procedures; recruitment, selection, and coordination of a network of volunteer employee assistance coordinators (EAC); and the provision of direct EAP services to employees, including problem assessment, in order to aid management in addressing complex and sensitive issues which may be complicated by behavioral and/or medical problems, and the potential for liability or coordinating the provision of such services through contracted service providers. Positions may supervise Employee Assistance Specialists and positions in other classifications in support of a department's EAP.

Representative Positions :

Department of Natural Resources, Bureau of Personnel and Human Resources: Reports to the bureau director and administers the statewide departmental employee assistance program. Functions as a member of the bureau management team and EAP representative on the managerial assistance team; develops, plans, and implements policies, procedures, training, budget and evaluation of the department EAP. Provides consultation to agency management in complex and sensitive personnel matters and crisis situations. Provides direction to an Employee Assistance Specialist and programmatic supervision to the

statewide volunteer EAC network within the department. May provide clinical intervention as needed. Provides direct and confidential services to employees, family members, and others in both individual and group situations.

Department of Health and Family Services, Bureau of Personnel and Employment Relations: Reports to the bureau director and administers the department's EAP on a statewide basis. Oversees the utilization and maintenance of the department EAP and initiates adjustments/modifications as needed. Provides clinical intervention as needed. Provides consultation and technical assistance on personnel policy issues related to EAP. Develops and provides training on EAP to supervisors and managers. Provides problem assessment, information and referral services to employees (current and retired) and family members. Recruits, selects, trains and provides programmatic supervision to the EAP local resource coordinators at all locations within the department.

Department of Transportation, Bureau of Human Resource Services: Reports to the bureau director and is responsible for planning, developing and implementing policy, guidelines, procedures, evaluation and record keeping to sustain an effective program for DOT employees and their family members throughout the state. Provides coordination and training for the statewide peer EAP coordinators. Coordinates external EAP contracts for the department. Manages the critical incident response program. Consults with managers and supervisors in complex and sensitive situations, including crises such as suicide threat, traumatic death and threats to employee safety. Provides broad brush assessment; develops action plans; makes referrals; coordinates with community resources for follow-up of such concerns as alcohol or other drug abuse, marital and family problems, mental health problems, grief, financial problems and job stress; and supervises professional and administrative support staff.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

A two-level classification series was developed August 7, 1994, to describe positions within DER as well as other state agencies (see Bulletin CC/SC-25). The second level of this series was eliminated due to budget cuts that eliminated the DER position and resulted in a single level classification in July 1996 (see Bulletin CC/SC-56). The specification was modified effective August 2, 1998, and announced in Bulletin CC/SC-90, to allow positions that supervise other staff and meet the definition of supervisor contained in s. 111.81 (19), Wis. Stats. also be included in this classification. The specification was modified effective March 12, 2000, (see Bulletin CLR/SC-109) to clarify that positions may either provide direct EAP services or coordinate the provision of those services through contracted service providers and allows use of the classification in any state agency that has a position which devotes the majority of its time to coordinating the agency's EAP.

