



Associate Director, Employee Assistance Program Job Description

JOB INFORMATION

<i>Job Code:</i>	187339
<i>Job Title:</i>	Associate Director, Employee Assistance Program
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.; May supervise student, temporary and/or resource workers.
<i>Job Family:</i>	Social Work/Counseling
<i>Job Family Group:</i>	Social Work
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Oversees the USC WorkWell Center's Employee Assistance Program, providing daily operational management and administrative leadership. Leads clinical team in the delivery of employee assistance services (e.g., counseling and coaching, crisis management and critical incident response, executive coaching and psycho-educational trainings). Supports development of staff and interns, ensures compliance throughout service, and designs and delivers talks and trainings for stakeholders across the university.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Master's degree	Social Work	Or
X		Master's degree	Counseling	Or
X		Master's degree	in related field(s)	
	X	Doctor of Philosophy (PhD)		Or
	X	Doctorate	Psychology	

Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		7 years		
X		8 years	of progressive experience in clinical leadership.	
	X	10 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Master's degree in social work, counseling, or related field from an accredited program.
X		Strong leadership, management, and interpersonal skills are required.
X		A doctoral degree can be substituted for two of year of the required experience.
	X	Doctoral degree in Psychology from an APA-approved education institution.
	X	Experience in the assessment and treatment of mental health wellness in individuals and couples in workplace settings, preferably an academic medical center or institution of higher education.
	X	Ability to provide supervision of counseling to Doctoral Interns, Master's practicum students, or other students in training.
	X	Demonstrated background working in a multidisciplinary setting.
	X	Demonstrated emotional intelligence and counseling skills founded in empathy, with a documented culturally sensitive approach.
	X	Ability to interpret policies and trends, conclude sound analyses and propose solutions.
	X	Experience with group consultation, mediation, problem identification and resolution.
	X	Demonstrated ability to effectively communicate with senior leadership.

Licenses

<i>Req</i>	<i>Pref</i>	<i>License(s)</i>
X		Current license in California or be eligible for license in CA within one year.

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages the USC WorkWell Center's Employee Assistance Program, providing daily operational management and administrative leadership. Works closely with senior leadership to design and implement standards, protocol, and procedure for optimal clinical service delivery. Maintains quality assurance and ensures continuous clinical improvement.				
Leads clinical team in the delivery of employee assistance and wellness services (e.g., counseling and coaching, crisis management and critical incident response, executive coaching and psycho-educational trainings). Provides clinical supervision and consultations and responds to urgent and crisis employee calls and referrals within scope of practice. Provides confidential and timely problem identification, assessment, short-term counseling, and referral for benefitted employees, follow-ups and case monitoring. Provides counseling and coaching and executes management and mandatory employee referrals as required. Leads critical incident response counseling and support sessions following high-impact events.				
Provides leadership for staffing clinical services and the provision of supervision to direct reports. Supports development of staff and interns, planning executing clinical staff case conferences, huddles, and in-service trainings. Ensures compliance with all applicable policies and procedures and appropriate licensing bodies (e.g., Board of Behavioral Sciences), monitors clinician adherence to established policies and procedures, and provides and/or facilitates staff training.				
Presents overview of services for new employee orientations and health fairs to promote programs across the university. Conceptualizes, builds, and delivers talks and trainings on employee assistance matters for university stakeholders based on needs assessments. Represents the department at University Clinical Services and other committees across campus.				
Maintains professional licensure. Serves as member of national organizations and networks, attends and delivers presentations at conferences, and maintains currency of emerging research and best practices. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
and Unifying Values. Demonstrates commitment to individual and organizational well-being.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.