



USC University of
Southern California

Director, USC Workwell Job Description

JOB INFORMATION

<i>Job Code:</i>	187329
<i>Job Title:</i>	Director, USC Workwell
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Social Work/Counseling
<i>Job Family Group:</i>	Social Work
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Builds and leads a team focused on delivering innovative, best-in-class employee support resources, programs, and events serving the university community. Oversees individual and institutional level services (e.g., workplace consultations, critical incident response, wellness programming) for faculty, staff and their families. Collaborates with other HR teams, providing strategic direction to positively impact employee behavioral, social and physical health and wellbeing. Envisions and designs virtual and in-person opportunities to help faculty and staff maintain balance between personal and professional lives. Develops trainings, workshops, digital content and other service offerings to support employees with career development and issues regarding workplace conflict and stress management through solution-focused responses and strategies. Oversees employee assistance program (EAP) operational business through data-driven decision making, enabling the program to effectively serve its clients. Manages vendor relationships for EAP service providers. Prioritizes service excellence and integrity in all responsibilities, ensuring employee confidentiality. Executes the university's vision while championing its culture and values.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Master's degree		
X		Master's degree	Psychology	Or
X		Master's degree	Social Work	Or
X		Master's degree	Marriage and Family Therapy	
	X	Doctorate		
	X	Doctorate	Psychology	Or
	X	Doctorate	Social Work	Or
	X	Doctorate	Marriage and Family Therapy	

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		10 years	in human resources	And
X		4 years	in a management/leadership role	
	X	12 years	in human resources	And

Work Experience

Req	Pref	Work Experience	Experience Level
	X	6 years	in a management/leadership role

Additional Work Experience

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

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated experience in workplace behavioral health services and evidence-based practices.
X		Advanced knowledge of psychology principles applied to HR administration, employee engagement and program development.
X		Experience building employee assistance programs at complex organizations with program evaluation, business analytics and cost-effectiveness skills. Advanced knowledge of industrial-social work, organizational psychology or counseling theories and techniques.
X		Demonstrated planning and organizational skills, effective time management abilities, and a growth mindset.
X		Experience with employee crisis and incident response and reporting, with proven success leading complex departments while demonstrating leadership values and accountability.
X		Demonstrated relationship building skills, and ability to exercise discretion with confidential information.
X		Experience analyzing and reporting metrics on operations and outcomes.
X		Ability to train team members on proven methodology, best practices and frameworks to drive engagement with resources and staff.
X		Exemplary oral and written communication skills. Proficiency with Microsoft Office suite.
	X	Experience in higher education and a hospital or medical services environment.
	X	Developed collaborative leadership and management style, with the ability to facilitate empathetic, culturally sensitive and inspired efforts.
	X	Experience managing implementations of HR systems, and collaborating with HR business partners to oversee needs analyses that assesses EAP priority areas.
	X	Demonstrated success building innovative, strategic, comprehensive mental health programs (e.g., counseling, consultation, guidance for stress, crisis prevention and interventions).
	X	Ability to add value as a thought leader with creative approaches, focused on cutting-edge utilization of technology (e.g., telehealth, digital content, webinars, social media communications).
	X	Experience using change management methodologies to implement organizational change and achieve cultural shifts in accountability, feedback and performance.
	X	Ability to lead initiatives in daily operations, encourage continuous realignment, and provide guidance and mentorship by outlining goals and objectives. Strong interpersonal skills related to employee engagement support and program management in a matrixed, results-driven work environment.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Certified Employee Assistance Professional (CEAP) certification, or certification in process.
	X		CEAP, Professional Certified Coach (PCC) and Employee Assistance Professional (EAP) certifications, or similar certifications from the International Coach Federation (ICF), the Employee Assistance Professional Association (EAPA) or other organizations.

Other Job Factors

JOB ACCOUNTABILITIES				
	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Commands a strong understanding of HR employee assistance program offerings. Applies best practices and strategies to contribute to immediate and long-term goals. Develops relationships with HR partners to leverage internal resources and create collaborative programming.				
Designs and executes a clear vision for operations that leverages technology. Oversees CWFL daily functions, programs and staff to address employees' specific needs of university employees. Cultivates the promotion of resources available to help university employees attain work-life balance. Develops resource allocations and budget plans (e.g., reporting, short- and long-term projections). Collects and analyzes operational metrics (e.g., utilization, outcomes, client satisfaction). Develops credibility with stakeholders and academic leadership to promote center goals. Collaborates with wellness programs leaders across the university. Connects with EAP providers in higher education at the state and national community level.				
Sets a high standard of service and confidentiality, with opportunities for evolving employee priorities. Emphasizes the importance of patience, active-listening and empathy in all interactions and conversation. Sets flexible schedules and monitors the team caseload, ensuring low client wait times and employee assistance availability for surge needs. In times of crisis or escalated need, undertakes employee counseling appointments to relieve the team caseload. Manages vendor relationships for any EAP offerings provided by service providers outside of the CWFL.				
Develops marketing and communication strategies (e.g., online campaigns) for EAP and CWFL workshops and events. Considers various communication platforms and opportunities to communicate CWFL information to employees. Effectively delivers CWFL utilization and outcomes data to stakeholders at regular intervals				
Develops innovative delivery methods for an array of virtual services utilizing technology. Provides guidance to university stakeholders and makes recommendations concerning employee assistance programming and resources. Continues upgrading knowledge, skills and abilities needed to keep abreast of regulation and policy changes. Regularly evaluates EAP vendor performance to ensure value and affordability to the university. Evaluates and tailors program options with a client-centric approach that integrates with HR services.				
Directs the planning, assessment and evaluation of existing programming, and recommends strategic changes when necessary. Identifies needs and improvements for the delivery of services aligned with a clinical approach. Employs high ethical management standards to create an equitable workplace. Continues to develop objectivity and critical thinking skills to make sound judgments based on keen analysis, best practices, and reliable data to inform decisions				
Integrates core values, integrity and accountability throughout all CWFL practices. Develops trusted, credible relationships from demonstrated ethical judgment, behavior and practiced confidentiality. Contributes to an inclusive environment by building and maintaining collaborative relationships with team members, peers, and leaders across the HR organization. Upholds the principles of the USC Code of Ethics				
Identifies CWFL programming goals and track-related achievements. Aligns CWFL daily operations with the strategic goals of HR and the university, demonstrated through words, actions and ideas. Analyzes current and anticipated conditions and limitations that may affect ability to achieve strategic missions.				

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		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

Other Requirements			
<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	notified to assist in the emergency response efforts, and mobilize other staff members if needed.		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.