



Employee Assistance Professional Job Description

JOB INFORMATION

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|----------------------------------|----------------------------------|
| <i>Job Code:</i> | 187335 |
| <i>Job Title:</i> | Employee Assistance Professional |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | |
| <i>Job Family:</i> | Social Work/Counseling |
| <i>Job Family Group:</i> | Social Work |
| <i>Management Level:</i> | 8 Individual Contributor |
| Employee Assistance Professional | |

JOB SUMMARY

Provides a full range of employee assistance services (e.g., employee mental health assessment, brief counseling and referral, case monitoring). Contributes to department strategy and policies. Promotes services, provides trainings, and contributes to program evaluation and quality assurance activities.

JOB QUALIFICATIONS:

Education

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

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 | | 3 years | | |
| | X | 5 years | building and shaping Employee Assistance Programs in complex organizations. | |

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 | | Proven knowledge of psychology principles applied to human resources administration, employee engagement and program development. |
| X | | Experience with employee crisis intervention, management and incident response and reporting. |
| X | | Advanced knowledge of industrial-social work, organizational psychology or counseling theories and techniques. |
| X | | Experience with assessment, evaluation and clinical documentation. |
| X | | Proven interpersonal skills, able to establish strong, positive working relationships and rapport with broad groups of team members. |
| X | | Exceptional organizational skills, able to prioritize between immediate needs and long-term objectives. |
| X | | Sound decision-making skills, demonstrating integrity with minimal supervision and discretion with confidential information. |
| X | | Excellent written and verbal communications skills. |
| X | | Proficiency with Microsoft Office. |
| X | | Excellent analytical skills, able to think strategically and creatively. |
| | X | Demonstrated emotional intelligence and counseling skills founded in empathy, with a 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 | HR knowledge based on a combination of theory, learning, research, and hands-on experiences. |
| | X | Demonstrated ability to effectively communicate with senior leadership. |
| | X | Bilingual communication skills, fluent in English and Spanish. |

Licenses

| Req | Pref | License(s) |
|-----|------|---|
| X | | State of California licensed mental health care professional. |

Certifications

| Req | Pref | Select Certifications | Enter Additional Certifications |
|-----|------|-----------------------|--|
| X | | | Marriage and family therapy (MFT), LPCC, LCSW certifications from an accredited program. |
| | X | | Certified Employee Assistance Professional (CEAP) or equivalent EAP Experience. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| Provides confidential and timely problem identification, assessment, short-term counseling, and referral for individual employees with personal concerns that may affect job performance. Follows-up and provides case monitoring. May counsel couples or families if brief intervention model is appropriate. | | | | |
| Provides consultations for leaders, supervisors, managers and human resources partners. Executes management and mandatory employee referrals as required. | | | | |
| Builds and provides training regarding employee assistance matters for university stakeholders (e.g., resilience, behavior change, and workplace concerns, navigating change). Builds and delivers presentations for new employee orientations to promote programs across the university. | | | | |

JOB ACCOUNTABILITIES

| | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|---|---------------|------------------|-----------------|------------|
| Supports and provides critical incident response as needed. Contributes to the development of a community-based referral network of health and well-being resources internal and external to the organization. Provides information and referral services to support employee access to and availability of services to support all domains of employee well-being. | | | | |
| Contributes to program evaluation/quality assurance activities (e.g., valuation of services, monitoring and reporting for program success, quality of care, client safety and satisfaction) Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with the USC Code of Ethics. | | | | |

Other Requirements

| <i>Essential:</i> | <i>Emergency Response/Recovery</i> | <i>Essential:</i> | <i>Mandated Reporter</i> |
|--|--|-------------------|---|
| Yes | 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/ | | | |

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.