

WASHINGTON STATE DEPARTMENT OF PERSONNEL

Comment [BU1]: Times New Roman,
Pitch 12

Specification for Class of

EMPLOYEE ASSISTANCE ASSOCIATE
Abolished Effective June 1, 2005

CLASS SERIES CONCEPT:

This series reflects professional level requirements and standards for conducting work by an Employee Assistance Specialist in an employee assistance program. Such a program supports the work organization leadership (management human resources, supervisors) and the employees and their family members in achieving a productive and safe working environment.

The employee assistance staff assists clients in identifying and resolving personal concerns, including but not limited to health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance.

Services provided by employee assistance specialists include: Training for and consultation with managers, human resource professionals, and supervisors on dealing with problematic employee workplace behavior to improve employee job performance; confidential and timely problem identification/assessment services for employee clients with personal problems that may affect job performance; confrontation, motivation, and short-term problem solving recommendations; referral services for employees and their families for diagnosis and treatment plus case monitoring and follow-up services; consultation/assistance for management in developing follow-up plans to support productive performance; consultation with management regarding crisis intervention; threats of violence in the workplace, critical incident stress management; and other related services.

Definition: As the first-line contact for all levels of state employees, serves as principal assistant to the Employee Assistance Specialists in an employee assistance program. Conducts brief assessment to determine the nature of the contact, including criticality; obtains confidential information and provides information to the specialists with recommendations regarding client needs. Under guidance, is responsible for follow-up caseload by contacting clients to determine their current status and participation in a treatment program. Serves as a core member in specialized areas such as the Critical Incident Stress Management Team, responding to critical workplace incidents such as unexpected deaths, suicides, homicides, and earthquakes and/or develops and markets promotional material for the employee assistance program.

Desirable Qualifications: A Bachelor's degree in social services, psychology, counseling, social work, or related field or two years of college level course work and one year of experience providing direct services to clients in a social service agency.

New class: 5-9-01