

Vacancy Announcement

Office of the Chief Administrative Officer

Position Available: Senior Employee Assistance Counselor
Vacancy Announcement Number: HR-007-18
Office/Location: U.S. House of Representatives, Washington, D.C.
Closing Date: Dec 20, 2018
Salary Level/Range: \$86,600 to \$105,219
Proposed Starting Date: Immediate

Job Summary:

The Office of the Chief Administrative Officer (CAO) provides operations support services and business solutions to the community of 10,000 House Members, Officers and staff. The CAO organization comprises more than 700 technical and administrative staff working in a variety of areas, including information technology, finance, budget management, human resources, payroll, child care, food and vending, procurement, logistics and administrative counsel.

The incumbent provides comprehensive employee assistance assessment, referral, follow-up, short-term problem resolution, motivational counseling services, and educational support groups and training programs for a wide range of addiction, mental health, behavioral, work-related and personal problems which impact or have the potential to impact an employee's job performance. Consults with and coaches supervisors, managers and organizational leaders on the interface of behavioral and personal issues with the workplace and the development of strategies to effectively address job performance that is negatively affected by an employee's personal problems. Has responsibility for significant day-to-day activities and projects to carry out and enhance the delivery of employee assistance services. Oversees and coordinates the development, delivery and evaluation of the OEA's training and education programs employing a variety of delivery methodologies and technologies.

This position does not have supervisory/managerial responsibilities, except when delegated by the Director. Duties and responsibilities may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

Primary Responsibilities/Duties:

- 1) Primary responsibility to deliver a comprehensive employee assistance assessment, referral and follow-up process and service delivery system including providing assessment intakes, participating in case management review meetings, and in consultation with the Director and other OEA team members, assuring compliance with all appropriate operating policies, procedures and confidentiality regulations.
- 2) Conducts comprehensive employee assistance assessment interviews with employees and/or family members in-person or by telephone. When appropriate, this assessment process shall include crisis interventions and critical incident and post-trauma response services.
- 3) Formulates short-term and long-range problem resolution plans based upon the information gathered during the assessment interview and, when appropriate, through the managerial consultation process.
- 4) Refers employees and/or family members to appropriate resources in accordance with established office policy and procedures, appropriate ethical guidelines, and acceptable protocols and standards of the employee assistance profession. Maintains a liaison with appropriate insurance carriers and managed care organizations to assure that all referrals meet the established referral and certification requirements.
- 5) Conducts evaluations of providers to establish referral and follow-up procedures, to ascertain the appropriateness of referrals, and to monitor the care provided to employees.

6) Maintains appropriate files, records, forms, and correspondence in accordance with the confidentiality policies and security procedures of the office, established employee assistance professional standards, applicable statutes, and House policies.

7) Provides consultation and recommendations to employing authorities, staff directors, chiefs of staffs, managers, and supervisors regarding the resolution of employee behavioral and performance problems. Assists in the development and delivery of corresponding educational activities and materials.

8) Conducts follow-up and maintains ongoing telephone and in-person contact with program participants, referring supervisors and managers, and appropriate treatment and counseling resources to monitor the outcome of referrals, assess the level of problem resolution, measure program satisfaction, and determine the degree of restoration and maintenance of satisfactory job performance.

9) Oversees and coordinates the development, delivery, assessment, and evaluation of the OEA's training programs and educational workshops using a variety of delivery methodologies and technologies.

10) Performs other official duties as assigned.

Qualifications:

Master's degree in Counseling, Psychology, Social Work, or Related Field with a minimum of 7-10 years of relevant employee assistance experience.

Certified Employee Assistance Professional (CEAP) or CEAP eligibility preferred; clinical license required.

Extensive advanced knowledge of employee assistance core functions and standards of practice, applicable codes of ethics and codes of professional conduct, and delivery of assessment, referral, and follow-up services in the workplace.

Fundamental knowledge of general organizational and management theory and practice. A demonstrated thorough awareness of confidentiality, privacy, and liability issues related to the management and delivery of employee assistance services in the workplace.

Experience in the identification and resolution of mental health, substance abuse, behavioral, and personal problems in the workplace through the formulation of an individualized plan of action based upon a comprehensive employee assistance and problem resolution assessment.

Demonstrated skills in oral and written communications, consultation, presentation and training development and delivery, group facilitation, and conflict management, and a demonstrated ability to work with a diverse organization and to develop and maintain productive problem resolution relationships with employees at all levels.

Proven capability in developing, delivering, assessing, and evaluating the results of training and education programs in the workplace that employ a variety of delivery methodologies and technologies.

Applicant Instructions:

Qualified candidates please submit your resume online by clicking the "Apply for This Job" button. If you are unable to submit your resume online, please fax a cover letter and resume (reference announcement# HR-007-18) to 202-226-7514.

For information concerning the CAO's collection of personal information, please see <http://cao.house.gov/privacy>.

Hiring for this position is governed by the Veteran's Employment Opportunities Act. Applicants seeking veterans' preference consideration should contact a CAO Human Resources representative at CAOHumanResources@mail.house.gov for further information.

[Apply for this position.](#)

Disclaimer:

All applicants will be considered without regard to race, color, national origin, religion, sex (including marital or parental status), disability, or age.

Continued employment is contingent upon satisfactorily completing a criminal history records check (or other applicable security clearance) and a pre-employment drug-test (pre-identified position only).

Title 1 of the Ethics in Government Act of 1978, as amended (5 U.S.C.; 101 et seq.) requires certain House employees, to file Financial Disclosure Statements, for information please visit http://clerk.house.gov/public_disc/index.aspx.