

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### CLASS TITLE: ASSISTANT DIRECTOR - EMPLOYEE ASSISTANCE

#### BASIC FUNCTION:

Under the direction of the Director-Workforce Development and Organizational Culture, coordinates with county and community agencies, non-profits and other partners to identify resources and programs that Santa Clara County Office of Education employees can access; plans and coordinates employee assistance programs with a focus on employee well-being, health and safety; provides assistance and guidance to employees regarding services available through outside agencies; contributes to the goal of being a premier organization by assisting employees in addressing personal issues that affect job performance and referring them to appropriate resources or agencies that can assist in resolving the issues.

#### REPRESENTATIVE DUTIES:

##### ESSENTIAL DUTIES:

Develops partnerships with agencies and non-profits to identify services and resources they provide, with the goal of enhancing opportunities for SCCOE employees to access resources.

Identifies resources and referral agencies in the county for employee needs.

Develops a directory of resources and contacts for assisting employees; provides referrals to service providers within the community that can assist in the areas of health and safety, financial and legal topics, relationship and family matters.

Helps employees and their family members resolve personal problems; provides outreach and crisis intervention for employees by connecting them with community-based resources; applies Incident Stress Management (ISM) techniques to include triage and conducts debriefings.

Develops and conducts trainings for employees in areas of problem-solving techniques and overall well-being.

Represents the Santa Clara County Office of Education at community events to gather information and resources that can be made available to employees of the SCCOE.

Consults with SCCOE managers and supervisors on identifying and assisting employees with personal problems and implementing preventive measures such as health and safety programs.

In response to emergencies, reaches out to affected employees to identify needs and potential resources.

Serves as a resource to program representatives and the SCCOE, serves on assigned task forces and committees.

Attends a variety of conferences, departmental and interdepartmental meetings as assigned; conducts general assessments and surveys; provides expertise and technical assistance as needed; attends and participates in SCCOE meetings and events.

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Operates a computer and assigned software programs; operates other office equipment as assigned; drives a vehicle to conduct work as assigned.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

Crisis intervention techniques;  
Community mental health resources;  
Clinical counseling principals, programs and methodology;  
State and Health Insurance Portability and Accountability (HIPAA) regulations regarding confidentiality;  
Existing resources in the County and community for housing, rehabilitation, food, and counseling services;  
Oral and written communication skills;  
Collecting and assembling data and navigating assigned software systems;  
SCCOE operations, policies, and objectives;  
Strong interpersonal skills;  
Operation of a computer and assigned software.

**ABILITY TO:**

Apply mental health counseling methods and techniques;  
Provide technical, specialized, consultative, advisory and planning services;  
Serve as a resource to program representatives and the SCCOE;  
Conduct special studies and prepare reports;  
Analyze situations accurately and adopt an effective course of action;  
Communicate effectively both orally and in writing;  
Interpret, apply and explain rules, regulations, policies and procedures;  
Establish and maintain cooperative and effective working relationships with others;  
Respond to sensitive matters with discretion and tact;  
Operate a computer and assigned office equipment;  
Meet schedules and timelines;  
Work independently with little direction;  
Plan and organize work;  
Maintain records and files.

**EDUCATION AND EXPERIENCE:**

Master's degree in social work, psychology, counseling, social services, education or related field from an accredited college or university whose accreditation is recognized by the U.S. Department of Education and minimum of three (3) years of professional experience and training in the area of employee relations.

**LICENSES AND OTHER REQUIREMENTS**

Certification/Licensure as Licensed professional clinical counselor (LPCC), LPC or equivalent or PPS Credential  
Administrative Services Credential, preferred  
Valid California driver's license

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment;  
Driving a vehicle to conduct work;  
Evening or variable hours to attend meetings or conferences.

**PHYSICAL DEMANDS;**

Hearing and speaking to exchange information and make presentations;  
Dexterity of hands and fingers to operate a computer keyboard or other office equipment;  
Seeing to read a variety of materials;  
Sitting or standing for extended periods of time.

DocuSigned by:

*Anisha Munshi*  
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12/1/2020 | 10:43 AM PST

Approved:

Anisha Munshi, Ed.D.  
Assistant Superintendent-Personnel Services

Date

Revised 12/1/20

Title changed from Employee Assistance Coordinator to Assistant Director-Employee Assistance