



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 411.7

Job Title: **EAP CLINICAL ADMINISTRATOR**

Pay Grade: 27

### **GENERAL SUMMARY:**

Provides advanced clinical and administrative support for the City of Houston's Employee Assistance Program, focusing on clinical services, procedures, and protocols.

### **RESPONSIBILITIES:**

- Creates and provides training to staff on EAP and COH policies, procedures, documentation, reporting, and other areas.
- Monitors and advises on program adherence to all federal, state, and organizational clinical standards related, but not limited to, assessment, treatment, documentation, and follow-up.
- Provides assessments, referrals, counseling, and follow-ups for work related concerns; conducts bio-psychosocial assessments, both in-person and over the phone.
- Offers EAP service consultations, referrals, crisis assessments and interventions services related to harm to self or others, as well as facilitating "back-to-work" conferences after workplace incidents.
- Provides short-term solution focused counseling for individuals and couples.
- Conducts presentations and training on topics like mental health, conflict resolution, team building, and EAP orientations.
- Manages comprehensive cases, coordinating referrals to specialized services, administering screening tools, and maintains clinical documentation.
- Evaluates, recommends, and maintains relationships with inpatient and outpatient counseling and treatment facilities.
- Assess referrals from supervisors regarding employees and make appropriate recommendations to the supervisor and the Human Resources Department.
- Administers the online Substance Abuse Subtle Screening Inventory (SASSI) to customer employees.
- Serves as a liaison to external resources.
- May be required to be "on call" or "onsite" during emergency situations.

## **SPECIFICATIONS:**

### **KNOWLEDGE:**

Requires a Master's degree in a Mental Health related area such as Psychology, Sociology, Social Work or a directly related field.

**License/Certifications:** Must have at least two of the following Texas licenses/certificates with at least one at the master or supervisory level: Licensed Professional Counselor (LPC), Licensed Professional Counselor Supervisor (LPCS), Licensed Clinical Social Worker (LCSW), or Licensed Master Social Worker (LMSW), Certified Anger Resolution Therapist (CART), National Certified Counselor (NCC), Master Addiction Counselor (MAC), Licensed Chemical Dependency Counselor (LCDC).

Requires a valid Texas driver's license and compliance with the City of Houston's policy on driving.

### **EXPERIENCE:**

Requires five years of experience in the area of employee assistance or a directly related field. Two years of documented Substance Abuse experience or training is required.

### **COMPLEXITY:**

Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

### **IMPACT OF ACTIONS:**

Errors in work could lead to significant expense and disruption. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with employees, professionals, supervisors, managers and occasionally with Assistant Directors or Directors. Interaction requires substantial sensitivity and cooperation involving highly sensitive issues or problems.

#### **External Contacts:**

Level of external contact is primarily with vendors and professional contacts with allied organizations, visitors and/or mid-level representatives of government agencies and guests. Interaction requires substantial sensitivity, cooperation and persuasion leading to resolution of highly complex issues.

**SPECIFICATIONS: (continued)**

**PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

**WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

**PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

**MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description. Performs related work as required.

**JOB FAMILY:**

- EAP Counselor
- Senior EAP Counselor
- EAP Manager
- EAP Clinical Administrator

*Effective: November 2024*