

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

EMPLOYEE SERVICE COUNSELOR MANAGER

JOB DESCRIPTION

Employees in this job direct the work of Employee Service Counselors and other healthcare professionals providing employee assistance, counseling, crisis intervention, and wellness services.

The information provided under each position code title represents a general description of the classification concept. To determine the appropriate level of the manager position, application of the Professional Managerial Position Evaluation System is required.

Position Code Title - Em Service Counselor Mgr-2

Employee Service Counselor Manager 13

The employee functions as a first-line professional manager of professional positions in a standard work area; a first-line professional manager of a professional position in a complex work area; a first-line professional manager of nonprofessional positions in a complex work area; or a first-line professional manager of nonprofessional positions in a standard work area receiving executive direction.

Position Code Title - Em Service Counselor Mgr-3

Employee Service Counselor Manager 14

The employee functions as a first-line professional manager of professional positions in a complex work area; a first-line professional manager of professional positions in a standard work area receiving executive direction; a second-line professional manager of professional positions in a standard work area; a first-line manager of a professional position in a complex work area receiving executive direction; or a first-line professional manager of nonprofessional positions in a complex work area receiving executive direction.

Position Code Title - Em Service Counselor Mgr-4

Employee Service Counselor Manager 15

The employee functions as a first-line professional manager of professional positions in a complex work area receiving executive direction; a second-line professional manager of professional positions in a complex work area; a second-line manager of professional positions in a standard work area receiving executive direction; or a third-line professional manager of professional positions in a standard work area.

JOB DUTIES

NOTE: Listed job duties are typical examples of work of positions in this classification. Not all duties assigned to every position are included, nor will all positions be assigned every duty. The general description of job duties does not authorize performance contrary to any state or federal licensing or certification requirements.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Directs the delivery of employee assistance services, including assessment, referral, crisis intervention, short-term support, follow-up, and wellness services.

Provides consultation on complex or high-risk employee assistance, behavioral health, crisis, workplace, and wellness concerns.

Reviews casework and service activities to ensure consistency and compliance with policies, standards, and confidentiality requirements.

Coordinates Critical Incident Stress Management (CISM) and other specialized employee assistance and wellness services.

Represents the employee assistance and wellness program in interactions with stakeholders.

Develops and implements policies, procedures, and standards for employee assistance and wellness services.

Performs program evaluation and quality assurance activities and recommends improvements

Plans and coordinates training, outreach, and wellness education activities.

Designs and conducts studies and projects to assess program needs, identify trends, and support ongoing service improvement.

Maintains records, prepares reports, and composes correspondence related to the work.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work and other tasks as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Considerable knowledge is required at the 13 level and thorough knowledge is required at the 14 and 15 levels.

Knowledge of mental health professional discipline, ethics, principles, and scope of practice.

Knowledge of mental health assessment, counseling, crisis intervention, employee assistance, and wellness practices.

Knowledge of mental health and substance use disorders, treatment systems, and community resources.

Knowledge of CISM practices and procedures.

Knowledge of human, emotional, social, psychological, and environmental challenges and techniques to alleviate them.

Knowledge of workplace behavioral health needs, employee relations concerns, and organizational dynamics.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of labor relations.

Knowledge of equal employment opportunity policies and procedures.

Ability to provide consultation and direction regarding complex and sensitive employee assistance and wellness matters.

Ability to plan, organize, assign, coordinate, and evaluate the work of professional employees.

Ability to exercise professional judgment and make management decisions concerning complex, sensitive, and high-risk matters.

Ability to establish and maintain cooperative relationships with clients and stakeholders.

Ability to analyze and evaluate information and recommend appropriate courses of action.

Ability to develop and deliver training, presentations, wellness materials, and other educational activities.

Ability to instruct, direct, and evaluate employees.

Ability to prepare and maintain records related to the work.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Working Conditions

Some jobs require an employee to work in adversarial situations or a hostile environment.

Physical Requirements

None

Education

Possession of a master's degree with a major in psychology, social work, or counseling.

Experience

Employee Service Counselor Manager 13 - 15

Four years of professional experience equivalent to an Employee Service Counselor; or two years equivalent to an experienced-level (P11) master licensed mental health professional; or one year equivalent to an advanced-level (12) master licensed mental health professional.

NOTE: Civil Service can individually evaluate equivalent combinations of education and experience providing required knowledge, skills, and abilities to qualify.

Special Requirements, Licenses, and Certifications

Possession of a Michigan license in good standing to practice the applicable mental health profession as a psychologist, social worker, or counselor.

See individual position descriptions for other requirements.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

EMSVCMGR

Job Code Description

EMPLOYEE SERVICE COUNSELOR MANAGER

Position Title

Em Service Counselor Mgr-2

Em Service Counselor Mgr-3

Em Service Counselor Mgr-4

Position Code

EMSCMGR2

EMSCMGR3

EMSCMGR4

Pay Schedule

NERE-327

NERE-328

NERE-329