

## EAP Program Manager

Pittsburgh Regional Transit is seeking a EAP Program Manager to manage the Employee Assistance Program services to employees and their immediate family members for Port Authority of Allegheny County d/b/a Pittsburgh Regional Transit (PRT). These services include: assessment and referral, problem resolution, brief counseling, drug and alcohol case monitoring and follow-up, consultation, training, coaching, and orientation to the organization, along with ongoing interactions with external providers and treatment centers.

### Essential Functions:

- Provides assessment, brief counseling, and referral services to PRT employees experiencing job performance difficulties related to personal problems such as alcohol and other drug abuse, emotional, marital, financial, grief, gambling, and work related and/or family stressors to reduce the impact of such problems on work performance.
- Provides phone and in-person crisis intervention including critical incident stress management
- Provides consultation with supervisors and union representatives regarding employees with job performance issues. Consultation services include: review of performance problems, assistance in clarifying performance goals and objectives, guidance on how and when to refer to the EAP, and assistance in the documentation process and preparing corrective action discussion meetings in accordance with Human Resources policies and procedures.
- Maintains current knowledge of and collaborates with external treatment providers such as addiction rehabilitation centers, psychiatric hospitals, counseling programs, private practitioners and insurance providers. Acts as a liaison between EAP clients, supervisory personnel, and these external sources as needed.

### Job requirements include:

- Master's degree in social work, counseling, or related field from an accredited school.
- Minimum of five (5) years' experience in counseling with emphasis on experience in employee assistance, psychiatric and drug/alcohol issues.
- Licensed Professional Counselor (LPC) or Licensed Social Worker (LSW).
- If not currently certified as an Employee Assistance Professional (CEAP), will obtain the certification within 6 months of employment.
- Professional and effective verbal and written communication skills.
- Demonstrated ability in the use of Windows, Microsoft Word, Excel and PowerPoint.

### Preferred attributes:

Computer testing for Windows, Microsoft Word, Excel and PowerPoint.



We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (*with salary requirements*) and resume to:

Missy Ramsey  
Employment Department  
345 Sixth Avenue, 3<sup>rd</sup> Floor  
Pittsburgh, PA 15222-2527  
[MRamsey@RidePRT.org](mailto:MRamsey@RidePRT.org)

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