



Code: 8530

Family: Health and Human Services

Service: Public Safety Service

Group: Fire Service

Series: Fire Administration and Instruction Series

CLASS TITLE: DIRECTOR OF PROFESSIONAL COUNSELING SERVICES

CHARACTERISTICS OF THE CLASS

Under direction, manages and administers the activities of the Chicago Fire Department's Employee Assistance Program (EAP); and performs related duties as required

This class title has been designated as a multi-tiered title. Positions allocated to this title code are assigned to large City departments and have been designated as such on the Senior Manager Salary Plan.

ESSENTIAL DUTIES

- Develops and administers departmental policies to govern the administration of mental health, alcoholism and substance abuse assistance, and social service programming for departmental employees
- Directs and participates in the counseling services provided to departmental employees and their families
- Supervises professional staff engaged in the treatment of potential or existing problems concerning mental health, substance and alcohol abuse and emotional crises for departmental employees
- Develops and implements performance and quality assurance standards to evaluate staff's performance
- Reviews and evaluates client case histories and treatment plans
- Plans and administers programs with an emphasis on early intervention and prevention
- Assists employees in finding solutions to problems affecting job performance and their personal life
- Coordinates with the Office of Public Safety Administration (OPSA) on duty and non-duty related mental health issues
- Conducts in-house service training programs to demonstrate current techniques used to assist employees in resolving and mediating issues
- Chairs staff meetings to ensure the provision of quality care, discuss issues and concerns, and to introduce new policies and program components
- Provides training to departmental supervisors on the uses and limitations of the Employee Assistance Program
- Consults with outside agencies in making referrals for service when the employees require specialized services beyond the scope of the unit's expertise
- Prepares the unit's budget and maintains statistical reports on unit activities

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Master's degree in Psychology, Social Work, or a directly related field, PLUS at least five (5) years of mental health experience,

CLASS TITLE: DIRECTOR OF PROFESSIONAL COUNSELING SERVICES

including three (3) years of supervisory experience; or an equivalent combination of training, education, and experience provided the minimum degree requirement is met

Licensure, Certification, or Other Qualifications

- Must be certified as an Addictions Counselor in the State of Illinois

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- *mental health care principles, practices, and procedures
- *psychology including human behavior and performance
- *principles, methods and procedures for diagnosing and treating mental dysfunctions
- *alcohol and substance abuse traits and treatment plans
- mental health and social service support agencies
- *principles and practices of program planning, development, and implementation
- *employee assistance programs
- *management and supervisory principles, methods, practices, and procedures

Moderate knowledge of:

- *applicable computer software packages and applications
- *report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations,

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

CLASS TITLE: DIRECTOR OF PROFESSIONAL COUNSELING SERVICES

- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- *MONITORING – Monitor and assess performance of one’s self, other individuals, or organizations to make improvements or take corrective action
- *INSTRUCTING – Teach others how to do something
- *SOCIAL PERCEPTIVENESS – Being aware of others’ reactions and understanding why they react as they do

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

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* May be required at entry.

City of Chicago
Department of Human Resources
October, 2023