

**FEI BEHAVIORAL HEALTH  
JOB DESCRIPTION**

**Job Title:** Senior Work-Life Specialist

**Department:** Work Life Services, Behavioral Health

**JOB PURPOSE AND REPORTING STRUCTURE:** Under the direction of a senior manager, the Senior Work-Life Specialist provides intake, assessment and assistance to clients, monitors the quality of services, and acts as lead staff member in Work-Life operations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

**Primary Duties:**

Approximately 50% of the Sr. Work-Life Specialist's time will be devoted to client engagement, including intakes, assessment, consultation, search/referral and follow-up. Childcare, parenting, adoption and educational consultations and referrals will be required in addition to eldercare assessment and referrals.

**Secondary Duties:**

- Prioritize, schedule and delegate work assignments to ensure the highest level of services to customers.
- Conduct case audits to assess accuracy, thoroughness and quality of services provided by the staff on a quarterly basis. Perform any follow up activities with clients as needed.
- Act as the primary liaison to all assigned integrated programs to address and resolve inquiries and problems utilizing online tools, provider database and EAP Expert.
- Assist in researching and developing Work-Life topics. Create digital media of Work-Life presentations.
- Coordinate with account executives efforts around program promotion. Participate in Work-Life Services employee orientations and supervisory training. Assist with marketing visits to potential customers as requested. Assist with developing requests for proposals, Webinars, Power Point presentations, and marketing materials.
- Attend local events and initiate strategies to enhance the organization's visibility and credibility in the community.
- Maintain a Policy and Procedures Manual. Review and update procedures to enhance efficiency and effectiveness of the Program.
- Coordinate with program staff to determine strategies to address and resolve problem areas and improve the level of existing services.
- Assist with department goal development and review of performance management plans.

## 2 | FEI - Senior Work-Life Specialist

- Schedule department meetings and post minutes.
- Liaison with back-up work-life vendor to ensure compliance with contractual obligations.
- Provide consultation for current or potential customers to resolve Work-Life concerns. Liaison to resolve customer complaints, review satisfaction surveys and respond to account concerns.
- Identify Program needs and consult with IS personnel regarding data collection and other computer conversion issues.
- Participate on cross-functional teams to ensure the continuous, on-going improvement of processes, methods, productivity and quality, while reducing costs.
- Ensure organizational compliance with all local, state and federal regulatory agencies. Promote affirmative action and equal employment opportunity.
- Ensure the completion of all required paperwork, records, documents, etc.
- Ensure compliance with all safety and work rules and regulations. Ensure the maintenance of departmental housekeeping standards.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Requires a bachelor's or master's degree in a job related major and three to five years of related experience; or a combination of education and experience. Professional eldercare experience from an organization that provides intake, assessment, information and referral is desired. Knowledge of public and private benefits required.

**LANGUAGE SKILLS:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to prepare reports, proposals, business correspondence, and procedure manuals. Ability to effectively communicate with clients, customers, and other employees of the organization.

**COMPUTER PROFICIENCY and OTHER SKILLS AND ABILITIES:** Competent computer skills required in MS Office Suite and reporting programs, internet navigation including Google and other search engines. Requires the ability to operate a variety of standard business machines, such as a computer and the job related software, calculator, telephone, FAX, photocopier, etc.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### 3 | FEI - Senior Work-Life Specialist

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.