Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Employee Assistance Services (EAS) Specialist**	FLSA Status:	**Non-Exempt**
Job Family:	**Support Services Administrative**	Pay Range:	**SS67H**
Prepared/Revised Date:	**January 8, 2025**	Job Code:	**50610**

SUMMARY: Responsible for a diverse, high-level scope of administrative, programmatic, and client-based services with PSD Employee Assistance Services (EAS). The role assists in the administration of PSD's Mental Health/Substance Use benefits through policy development and implementation, management of the EAS Preferred Provider Network and mental health/substance use claims, responsibility for budget generation and monitoring, executive level statistical data and financial reporting, and serving as a resource to EAS staff, community providers, Employee Health and Wellness partners, and clients. Ensures highest level of confidentiality and HIPAA compliance.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *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. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Adjudicate inpatient and outpatient claims in compliance with the mental health/substance use benefit plan; ensure accurate and prompt reimbursement to network providers and members; monitor third-party payor (TPP) reimbursements for accuracy; exhibit a strong commitment to efficient financial processes.
2. Develop and manage the EAS Preferred Provider Network, including contract negotiations, implementation, operations, provider credentialing/recredentialing, and issue resolution. Educate providers regarding policies and procedures related to pre-certification, recommendations, claims, and contractual obligations. Support adherence to contractual compliance. Ensure community and contractual relations are built and maintained.
3. Oversee operations of PSD's Internal Employee Assistance Program that offers a comprehensive range of EAP core technology to PSD employees and sites, in collaboration with the EAS manager. Provide operational support to EAS manager and staff.
4. Assume overall responsibility for comprehensive clinical database management and workflow enhancement. Oversee the functionality and customization of multi-user electronic medical record software to optimize EAS efficiencies, and data driven targeted interventions. Develop and distribute comprehensive utilization reports and graphs to facilitate informed decision-making. Coordinate and execute data exchange services with both internal and external partners.

5. Collaborate with the EAS Manager on the development and implementation of the mental health/substance use benefit plan and EAS policies and procedures. Ensure compliance with federal and state laws and regulations, including HIPAA, Parity, CAA, and other mental health/substance use healthcare-related mandates. Cultivate strong relationships with medical TPA, community mental health/substance use professionals and facilities, and other relevant stakeholders. Research processes and required improvements for the EAS program. Serve as advisor to PSD Benefits Committee and Benefits Manager regarding mental health/substance use benefits administration.
6. Provide expert intake and crisis triage services, accurate charting, appointment and meeting scheduling for program staff, coordination of benefits and eligibility for mental health and substance use services, address and direct phone inquiries, welcome clients and visitors.
7. Arrange, actively participate in, and represent EAS in community and district-related committees, meetings, and conferences, contribute to the organizations standing and influence.
8. Create, reconcile, and monitor the department budget in compliance with PSD's financial policies and procedures. Ensure accurate and insightful financial and statistical reports. Monitor expenditures for employee reimbursements, professional membership dues and fees; district level purchase and warehouse orders, purchasing card transactions, and other financial reconciliations.
9. Provide and coordinate acquisition and support for office equipment and technology, include phones system, copiers, district cell phones, laptops, peripherals, and more. Provide routine onsite IT support to staff.
10. Manage and update the EAS website in accordance with PSD guidelines, as well as federal and state regulations pertaining to the Consolidated Appropriations Act. Provide mental health content relevant to the PSD community.
11. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Associate degree or two-year college certificate in related field, or equivalent, as well as specialized technical courses in medical billing and records administration, crisis triage, workplace wellness, and bookkeeping
- More than five years of progressively related experience
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- CEAP (Certified Employee Assistance Professional) credential preferred
- Valid US driver's license
- CPR and First Aid certifications within three months of hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Mental health crisis triage
- Knowledge of and strict adherence to highest level of state and federal confidentiality laws and HIPAA, Parity, CAA and other mental health/substance use healthcare-related mandates. Ability to maintain confidentiality in all aspects of the job
- Knowledge of health insurance administration, benefit plan design, medical records, and claim administration, including DSM, ICD, CPT, REV and HCPCS coding
- Customer service skills
- Critical thinking and problem-solving skills
- Decisive judgment
- Ability to work in a fast-paced and complex environment and take appropriate action
- Ability to be self-directed/independent
- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Math and bookkeeping skills
- Attention to detail and accuracy
- Bilingual oral and written communication skills preferred
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Ability to be part of/work with a team
- Ability to work with students, staff and community
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Advanced proficiency in Microsoft Office Pro (Word; Excel; Powerpoint; Outlook; Teams)
- Operating knowledge of Electronic Medical Record software
- Webpage maintenance skills
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Employee Assistant Services Manager	
Direct reports:	This job has no direct supervisory responsibilities.	

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed				X
Reach with hands and arms				X
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 100 pounds	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze				X
Communicate				X
Copy			X	
Coordinate				X
Instruct			X	
Compute			X	
Synthesize				X
Evaluate			X	
Interpersonal Skills				X
Compile				X
Negotiate				X

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	
Peripheral vision	X

VISION DEMANDS:	Required
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	