



Director of Employee Assistance

Job Title: Director of Employee Assistant

Department: Human Resources / Administrative Services

Reports To: Director / Administrator

Location: WHITS Healthcare/West Chester, Ohio

Employment Type: Part-Time

Job Summary:

The Director of Employee Assistance in a home healthcare agency is responsible for supporting the well-being, professional development, and retention of caregiving and administrative staff. This role ensures employees have access to wellness resources, conflict resolution services, crisis support, and training programs to foster a safe, supportive, and productive work environment. The Director also serves as a liaison between field staff and management to promote open communication and a positive workplace culture.

Key Responsibilities:

Employee Support & Advocacy:

- Serve as the primary point of contact for employees experiencing personal, emotional, or work-related challenges.
- Provide confidential support and make referrals to licensed counselors, therapists, or employee assistance programs as needed.
- Act as an advocate for field and office staff, ensuring employee concerns are addressed fairly and promptly.

Workplace Wellness & Mental Health:



- Develop and manage initiatives that promote mental health, work-life balance, and stress reduction, especially for home health aides, nurses, and caregivers under high emotional strain.
- Coordinate wellness workshops, peer support groups, and regular check-ins with field staff.

Training & Development:

- Organize and oversee training on conflict resolution, emotional resilience, communication, and burnout prevention.
- Support orientation and onboarding by promoting awareness of available employee support resources.

Conflict Resolution & Mediation:

- Mediate workplace disputes or grievances between staff, patients, or supervisors.
- Investigate reports of workplace stress, harassment, or burnout and propose action plans for resolution.

Compliance & Documentation:

- Ensure employee assistance programs and interventions comply with healthcare regulations, privacy standards (e.g., HIPAA), and internal policies.
- Maintain confidential documentation of employee support cases, wellness activities, and program outcomes.

Retention & Culture Building:

- Develop strategies to reduce staff turnover and improve job satisfaction.
- Partner with HR to assess employee satisfaction through surveys and feedback systems.
- Promote a culture of respect, empathy, and inclusivity throughout the organization.

Qualifications:

- Bachelor's or Master's degree in Social Work, Counseling, Psychology, Human Resources, or a related field.
- 5+ years of experience in employee support, counseling, HR, or healthcare leadership.
- Previous experience in a home healthcare or clinical environment strongly preferred.
- Knowledge of HIPAA, home healthcare regulations, and caregiver compliance issues.
- Excellent interpersonal, listening, and conflict resolution skills.



- Certification in EAP, CEAP, LCSW, or SHRM preferred.
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Preferred Attributes:

- Compassionate and culturally sensitive approach to employee wellness.
 - Skilled in managing stress-related or trauma-informed care issues.
 - Bilingual ability is a plus, especially in communities with diverse populations.
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