



Montana University System

Office of the Commissioner of Higher Education

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VACANCY ANNOUNCEMENT

Posted November 13, 2024

Position Title: MUS Associate Director of Employee Wellbeing
Location: Helena, Montana
Salary: \$90,000 to \$100,000

The Office of the Commissioner of Higher Education (OCHE) invites applications for the position of Associate Director of Employee Wellbeing.

This position is a full-time, term-contract position renewable annually in accordance with Board of Regents (BOR) personnel policies. The position is eligible for employee benefits (health insurance, sick leave and vacation leave, state holidays, retirement program, staff & dependent tuition waivers in accordance with state law and BOR policy).

Description of Work Unit

The Montana University System (MUS) is the state-supported system of higher education in Montana governed by the BOR and administered by OCHE. OCHE serves as BOR staff in the board's constitutional responsibility to coordinate, supervise and manage the MUS. The MUS delivers an array of teaching, learning, research, and support services to more than 45,000 enrolled college and university students across 16 campuses in Montana. The University of Montana and Montana State University, and their affiliate institutions, employ approximately 9,600 full-time-equivalent employees in faculty, staff, professional and administrative positions.

As part of OCHE, the Associate Director of Employee Wellbeing acts as a bridge between the Montana University System's employee assistance and healthcare benefits programs, offering education and resources to enhance the mental and emotional wellbeing of employees within the Montana University System (MUS). This position advises and educates campus senior leadership on various programs aimed at resolving workplace conflicts, reducing employee turnover and absenteeism, and boosting productivity. In collaboration with agency management and human resources leadership, this role helps deliver effective solutions and strategies for employees facing behavioral issues and work-life challenges that affect workplace productivity and wellbeing. These challenges may include behavioral changes, workplace conflicts, substance abuse, significant life events, healthcare concerns, and family or personal relationship issues.

Duties and Responsibilities

Duties performed by the Associate Director of Employee Wellbeing as supervised by the Executive Director of Human Resources, include:

Program Management and Oversight

- **Oversee EAP Vendor:** Oversee the EAP vendor relationship, including contract management, ensuring an adequate counselor network, managing relationships, and resolving issues.
- **Monitor Workforce Trends:** Track emerging trends within the workforce in behavioral health and suggest proactive strategies to address these trends.
- **Understand Health Plan Provisions:** Maintain a thorough understanding of health plan provisions, community providers, and other resources offered as benefits by MUS.
- **Ensure Cultural Sensitivity:** Develop an understanding and sensitivity to various cultures to ensure the EAP program is effective and inclusive.

Strategic Leadership and Collaboration

- **Support Development and Implementation of Institutional Mental Health Plans:** Partner with MUS institutions to create comprehensive mental health and wellbeing plans for employees, ensuring these plans align with MUS priorities and provide support for their implementation.
- **Lead System-Level Initiatives:** Develop and promote best practices for employee mental health and wellbeing, translating these into actionable system-level initiatives and supporting related activities across the MUS.
- **Collaborate on Student and Employee Wellbeing:** Work closely with the Associate Director of Student Wellbeing to address the intersection of student and employee mental health, ensuring cohesive and comprehensive wellbeing strategies.
- **Foster External Partnerships:** Collaborate with state and national agencies, organizations, and partners to enhance and support employee wellbeing efforts.
- **Contribute to Policy Development:** Stay informed about MUS Board of Regents policies related to employee wellbeing, contribute to their development, and assist institutions in adapting to new or revised policies.
- **Represent MUS at Gatherings:** Represent the Office of Commissioner of Higher Education and the Montana University System at state and national gatherings focused on employee wellbeing.

Data Analysis and Reporting

- **Analyze Employee Wellbeing Data:** Examine system and campus data to identify trends, needs, and areas for improvement in employee wellbeing, using insights to develop strategies and implement activities to enhance wellness.
- **Provide Regular Updates:** Keep leadership at various levels (system, campus, and the Office of Higher Education) informed about the progress and outcomes of employee wellbeing programs and initiatives through regular updates.
- **Analyze Behavioral Health Metrics:** Analyze data on employees' mental and behavioral health, examine how these factors impact organizational outcomes such as productivity and absenteeism.
- **Monitor EAP Utilization:** Track the usage of the Employee Assistance Program (EAP), including costs, usage rates, and benefits, to assess the program's value and effectiveness.
- **Evaluate Program Effectiveness:** Assess the success of wellbeing programs through feedback mechanisms like surveys and focus groups, providing recommendations for improvements to enhance program effectiveness.

Campus Support and Consultation

- **Assess Campus-Specific Needs:** Analyze specific employee mental health and wellbeing needs on campuses, cross-referencing with existing resources to identify gaps and opportunities.
- **Provide High-Level Consultation:** Offer strategic advice to campus leaders on improving organizational culture and workplace practices to enhance employee wellbeing.
- **Support Crisis Management:** Help campuses prepare for, respond to, and recover from critical events through Organizational Crisis Incident Stress Management (CISM).
- **Liaise with Union Representatives:** Provide support and communication at all union levels, ensuring alignment and addressing concerns related to employee wellbeing.
- **Coach Supervisors:** Guide supervisors on managing employee and team performance, including handling sensitive communications and difficult conversations.
- **Coordinate EAP Initiatives:** Oversee organizational EAP initiatives addressing stress, resilience, change management, and other behavioral health concerns.
- **Increase EAP Referrals:** Develop strategies to increase successful EAP referrals and act as a liaison between employees and HR/Managers.
- **Guide Mandatory EAP Referrals:** Provide guidance for mandatory EAP referrals or fitness for duty assessments.
- **Offer Consultations:** Provide consultations to employees and managers, including problem assessment, short-term problem solving, coaching, and referrals.
- **Enhance Workforce Development:** Collaborate with institutions offering relevant programs to enhance workforce development opportunities and expand access to wellbeing services.

Qualifications

Bachelor's degree in health education, organizational psychology, human resources, or related field.

- 10 years of related experience in the benefit administration, crisis management, substance abuse, employee mental health and wellbeing practices, or human resources field; experience should include knowledge of employee assistance program methodologies and strategies to apply forward-looking education and practices within a large and diverse organization.
- Two years of experience consulting with the highest levels of management in organizations. Government experience preferred.
- Other combinations of education or experience may be substituted.

Application Requirements

Please submit (1.) a cover letter that addresses the qualifications, duties and responsibilities listed in the vacancy announcement, (2.) a comprehensive resume, and (3.) a list of three professional references. Applications may be mailed to OCHE (Attention: Human Resources), PO Box 203201, Helena, MT 59620-3201, or emailed to OCHEhr@montana.edu. Electronic submission of application materials is encouraged.

The position is open until filled. Candidates should submit applications by **5:00 p.m. on Monday, November 25, 2024**, to receive early consideration in an initial screening of applications. This position is eligible for veterans' preference in accordance with state law. Approval will be obtained before contacting the candidates' current employer.

Reasonable Accommodations: Under state and federal law qualified applicants with disabilities are entitled to reasonable accommodation. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process. An applicant must request accommodation when needed. If you need any such accommodation, contact the Office of the Commissioner of Higher Education at 406-449-9155. TDD users may use the relay service by dialing 711.

An EEO Employer