



## **JOB DESCRIPTION**

### **Employee Wellbeing Coordinator**

**Reporting To:** Supervisor, Compensation & Benefits

**EEO Category:** Administrative Support Workers

**Created:** 8/13/2020

**FLSA Status:** Full Time, Exempt

**PRO:** HR Positions

**Modified:**

#### **POSITION SUMMARY**

The Employee Wellbeing Coordinator is responsible for performing well being-related duties on a professional level and works closely with the People Operations team and Aspire's management team to ensure that strategic employee wellbeing goals are met. This position will coordinate an innovative total wellbeing employee experience including: employee benefits design and education, administering wellbeing programs, facilitate wellness related events, employee engagement initiatives, and coaching and training services organization wide.

#### **ESSENTIAL RESPONSIBILITIES**

##### **Whole Employee Wellbeing**

- Serve on Employee Wellbeing Committee (EWC)
- Assist employees in maximizing their available benefit offerings through Aspire
- Provide individual support and counseling to employees in general wellness and wellbeing
- Monitor wellbeing related vendors and assist employees with navigating their offered services
- Conduct needs assessments or surveys to determine interest in, or satisfaction with, wellness and wellbeing programs, events, and services
- Coordinate and administer Aspire's Diabetes Prevention Program in collaboration with the State of Indiana and the Centers for Disease Control (CDC)
- Develop and coordinate employee well being events onsite, offsite and virtually
- Operate within established budgets and strategic and operational plans related to health and wellbeing
- Track cost versus value strategies and evaluate the effectiveness of programs and initiatives in order to make data-driven recommendations
- Maintain comprehensive and confidential well being-related training, programming, schedules, records, and reports
- Develop wellbeing curriculum, classes and programs; ensuring a diversity of class offerings that speak to a wide range of employees' needs in becoming their best selves
- Evaluate and supervise vendor partners or contractors, such as event hosts or health, fitness, and wellness / wellbeing practitioners
- Recommend new program or service offerings to promote overall employee health and wellbeing, and monitor resulting data to maximize the effectiveness of program offerings while minimizing barriers to participation and associated costs
- Develop marketing campaigns to promote a healthy lifestyle or participation in overall health and wellbeing programs.
- Track attendance, participation, or performance data related to wellness events.

- Organize and oversee wellbeing related programming, such as information presentations or training in first aid, cardiopulmonary resuscitation (CPR), and / or diabetes prevention coaching
- Conduct or facilitate training sessions or seminars for overall wellbeing, including but not limited to physical, mental, financial, and community connectedness
- Coordinate all communications internal and external regarding overall wellbeing programs with the Communications and Branding departments
- Partner with benefit consultants to interpret insurance and clinic claim data to develop programs that address specific needs of target populations
- Organize and oversee health screenings or other preventive measures, such as mammography, blood pressure, blood sugar, cholesterol, biometric screenings, health risk assessments or flu vaccinations
- Assist employees with navigating required substance use disorder treatment and services following either self-reporting or failed drug screen

### **Employee Data Management**

- Generate well-being related reports for analysis by EWC (i.e. claims, compliance, Rx, manageable disease)
- Manage electronic personnel files in accordance with state/federal regulations and retention dates
- Assist with HRIS implementations, testing, maintenance, and security as it relates to employee wellbeing
- Perform computer data entry and electronic file maintenance
- Update and maintain current and accurate electronic employee wellbeing data separate from other mechanisms of personnel records management

### **Process Improvement**

- Continuous engagement in process improvement practices
- Utilize root cause analyses in employee wellbeing processes
- Research historical and best practices and identify means of remedy
- Implement solutions, monitor and test periodically to ensure effectiveness

### **Administrative Support Services**

- Responsible for maintaining sufficient cross training to be able to provide coverage and support for payroll and benefits administration
- Engage in the practice of process improvement, utilizing root cause analyses, researching past and best practices, identifying means of remedy, implementing solutions and monitoring and testing their effectiveness
- Perform administrative functions, such as processing bills, ordering supplies, filing, copying, process outgoing mail, and open/distribute incoming department mail
- Prepare information for audits as requested
- Prepare documentation for legal proceedings as requested
- Perform timely departmental filing
- Provide administrative support to the HR Team, Manager and Vice President, People Operations
- Provide support to human resources team members and perform other human resource functions, as assigned
- Maintain original policies folder; ensure updates are applied to physical and electronic copies
- Process paperwork for all incoming new hires and as a result of internal employee moves and changes; updating their information in all applicable HRIS systems and the Intranet

### **Customer Service**

- Interact with staff and others in a positive, helpful and professional manner via phone or in person
- Respond timely to inquiries from staff and/or others with a strong ability to effectively handle difficult situations with appropriate tact, respect and resourcefulness
- Provide accurate information regarding Aspire procedures, policies, benefits, to staff and/or applicants
- Provide support, such as scheduling meetings, correspondence, report creating,

## Coordination and Communication

- Build and maintain a strong network of external relationships with vendors
- Build and maintain strong working relationships with Aspire staff and supervisors, as well as external contacts
- Respond appropriately to direction and constructive criticism from management
- Respond in a calm and effective manner to a variety of demands, projects and personality types

## Professional Development

- Complete and maintain compliance with required trainings and/or education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field

## COMPETENCIES

### Core Competencies

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

### Position-specific Competencies

- **Detail-oriented** – Ensure accurate record keeping with meticulous attention to HR records, documentation and other business documents
- **Problem-Solver** – Critical, creative thinker in solving problems and reaching goals
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for staff, vendors and/or other business contacts
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assist staff, applicants, vendors and/or other business contacts in an organized, efficient, and steady manner; take pride in maintaining accurate systems

## CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

### Education & Certifications

- A related bachelor's degree from a college/university accredited by the U.S. Department of Education preferred, but any combination
- Must be a certified CDC Lifestyle Coach or able to achieve certification within 6 months of date of hire; and be able to achieve Master Trainer certification within 1 year of employment
- Must be able to obtain train the trainer certification to train additional CDC Lifestyle Coaches in year 2 of employment

### Experience

- Three (3) to Five (5) years experience serving in a coaching role highly preferred
- Must have intermediate to advanced computer skills, preferably with an HRIS system
- Healthcare and/or non-profit experience preferred; solid understanding of the behavioral health field a plus

### Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism

- Must be able to work independently, as well as, part of a team
- Maintain compliance with applicable employment and labor laws
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, postage meter, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and the ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic

### **Background Checks**

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

### **Supervisory Responsibilities**

This position has no supervisory responsibilities

### **Work Hazard Category**

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

### **Physical Demands & Working Conditions**

The nature of work (physical, mental and visual demands) is consistent with a high activity. General office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Heavy exposure to PC and phones
- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly, and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Prolonged sitting, some bending, stooping, stretching, reaching, standing, walking
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs.
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Must be available after normal working hours and on holidays to manage emergencies that may arise

### **Employee Statement of Understanding**

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_