



## **Federal Supply Service Authorized Federal Supply Schedule Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: <http://www.GSAAdvantage.gov>.

## **GSA Schedule 738 X Human Resources and EEO Services**

FSC Group: R799

Service Codes: SINS 595-21, 525-21RC – Human Resource Services

SINS 595-28, 525-28RC – Social Services, Professional Counseling and  
Veterans' Readjustment & Behavioral Health  
Services

**CONTRACT NUMBER: GS-02F-0234W**

**Period Covered by Contract:**

September 07, 2010 through September 06, 2015

For more information on ordering from Federal Supply Schedules click on FSS Schedules button at  
<http://www.fss.gsa.gov>.

**Zeiders Enterprises, Inc.**

2750 Killarney Drive, Suite 100  
Woodbridge, VA 22192  
703-496-9000, (f) 703-497-0494  
[www.zeiders.com](http://www.zeiders.com)

Contract Administration: David Carroll, Corporate Development Manager, [dcarroll@zeiders.com](mailto:dcarroll@zeiders.com)  
Jean A. Hand, Senior Vice President, [jhand@zeiders.com](mailto:jhand@zeiders.com)

Business size: Large Business

**1a. Table of Awarded Special Item Numbers (SINs)**

SIN 595-21 Human Resource Services (Excluding EEO Services)

- a. Planning
- b. Training
- c. Outplacement

SIN 595-28 Social Services, Professional Counseling and Veterans' Readjustment & Behavioral Health Services

- a. Comprehensive Employee Assistance
- b. Traditional EAP
- c. Personal and Family Support
- d. Emergency Response and Social Advocacy Services

**1b. Government Price Listing - See Pricing Tables**

**1c. Description of Job Descriptions (corresponding with SINs) – See Labor Category Descriptions**

- 2. Maximum order:** \$1,000,000.00 per SIN.
- 3. Minimum order:** \$300.00.
- 4. Geographic Coverage (delivery area):** CONUS and OCONUS
- 5. Point(s) of Production:** Same as Company Address
- 6. Discount from list prices or statement of net price:** Government net prices (discount already deducted)
- 7. Quantity Discounts:** 1.0% discount for volume orders greater than \$1M. 1.5% discount for volume orders greater than \$1.5M.
- 8. Prompt Payment Terms:** 0.5% 10 days, Net 30
- 9a. Government Purchase Card Below the micro-purchase level:** Yes
- 9b. Government Purchase Card Above the micro-purchase level:** Contact Zeiders
- 10. Foreign Items:** None
- 11a. Time of Delivery:** Specific in the Task Order
- 11b. Expedited Delivery:** Contact Zeiders
- 11c. Overnight and 2-day delivery:** Contact Zeiders
- 11d. Urgent Requirements:** Contact Zeiders
- 12. F.O.B. point(s):** Destination

- 13a. Ordering Address:** Zeiders Enterprises, Inc.  
2750 Killarney Drive, Suite 100  
Woodbridge, VA 22192  
Attn: Dave Carroll, Corporate Development Manager  
Phone: 703-496-9000, Fax: 703-497-0494  
Email: [dcarroll@zeiders.com](mailto:dcarroll@zeiders.com)
- 13b.** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) and a sample BPA can be found at the GSA/FSS Schedule homepage ([www.fss.gsa.gov/schedules](http://www.fss.gsa.gov/schedules)).
- 14. Payment Address:** Zeiders Enterprises, Inc.  
2750 Killarney Drive, Suite 100  
Woodbridge, VA 22192  
Attn: Dave Carroll, Corporate Development Manager  
Phone: 703-496-9000, Fax: 703-497-0494  
Email: [dcarroll@zeiders.com](mailto:dcarroll@zeiders.com)
- 15. Warranty Provision:** Zeiders warrants and implies that the services rendered under the contract are merchantable and fit for the particular purpose described in the contract.
- 16. Export Packing Charges:** N/A
- 17. Terms and Conditions of Government Purchase card acceptance (any thresholds above the micro-purchase level):** Contact Zeiders
- 18. Terms and Conditions of rental, maintenance, and repair (if applicable):** N/A
- 19. Terms and Conditions of installation (if applicable):** N/A
- 20a. Terms and Conditions for any other services (if applicable):** N/A
- 21. List of services and distribution points (if applicable):** N/A
- 22. List of participating dealers (if applicable):** N/A
- 23. Preventative Maintenance (if applicable):** N/A
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. Section 508 Compliance:** The section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services at [www.Section508.gov/](http://www.Section508.gov/). Contact Zeiders for details on 508 compliance information with regard to products and services.
- 25. Data Universal Number System (DUNS) number:** 130440118
- 26. Notification regarding registration in Central Contractor Registration (CCR database):**  
Registered
- 27. Uncompensated Overtime:** None



**ABOUT ZEIDERS**

Zeiders, a veteran owned business, offers professional services solutions in human and social services program management, work life education, behavioral health counseling, employee learning and professional development. We understand behavioral health and employee assistance programs – and we deliver these mission essential services to over 2.25 million military and family members through in-person contact and Internet-based service delivery each year at over 80 military installations world-wide. For more than 25 years, Zeiders’ nearly 850 employees have made a difference to the clients we serve. We are certified by the Joint Commission as a Health Care Staffing Services company attesting to our ability to provide qualified and competent services.

**WHAT WE DO**

**BEHAVIORAL HEALTH COUNSELING SERVICES**

- Individual Counseling
- Marriage and Family Counseling
- New Parent Support Counseling
- Child Counseling
- Domestic Violence Prevention/Advocacy
- Sexual Assault Victim Intervention and Prevention

**WORK LIFE EDUCATION AND TRAINING SERVICES**

- Personal Financial Management
- Relocation Assistance
- Military to Civilian Transition Assistance
- Military Spouse Employment
- Exceptional Family Member
- New Parent Support

**MILITARY FAMILY READINESS & RESILIENCE SERVICES**

- Deployment and Mobilization Support
- Ombudsman and Family Readiness Officer Support
- Family Readiness Groups
- Disaster Preparedness and Crisis Response

**EMPLOYEE LEARNING & PROFESSIONAL DEVELOPMENT SERVICES**

- Curriculum Design and Development
- Courseware Development
- Train-the-Trainer Seminars
- Instructor-led Webinars
- Computer-based Training

**PROFESSIONAL MANAGEMENT AND CONSULTING SERVICES**

- Strategic Planning
- Program Design and Development
- Benchmarking Studies
- Functionality Assessments
- Strategic Communication and Marketing Plans
- eMeeting Production and Facilitation Services
- On-site, Integrated Program Operations





**OUR EXPERTISE**

Zeiders’ professionals represent diverse functional specialties, including: licensed behavioral health counselors, victim advocates, new parent support specialists, accredited financial counselors, transition and employment specialists, and relocation professionals. Other Zeiders’ staff areas of expertise include program managers, management analysts, technical writers, certified instructional system designers, graphic designers and master trainers and educators.

Our corporate management team averages over 20 years of experience in the behavioral health, employee assistance, social service, learning and development industries – as well as a depth of experience across the Department of Defense and other Federal agencies. Nearly 70 percent of our professionals have a military affiliation, including military spouses who alone comprise over 40 percent. Additionally, 30 percent of our professionals hold at least one graduate degree and 100 percent of our behavioral health counselors hold a license in their professional field.

**Relevant NAICS Codes for Zeiders Services**

- 541611 - Administrative and General Management Consulting
- 541612 - HR and Executive Search Consulting Services
- 541720 - R&D in the Social Sciences and Humanities
- 541990 - All Other Professional, Scientific, and Technical Services
- 561311 - Employment Placement Agencies
- 611430 - Professional and Management Development Training
- 621330 - Offices of Mental Health Practitioners (except Physicians)
- 621420 - Outpatient Mental Health and Substance Abuse Centers
- 624110 - Child and Youth Services
- 624190 - Other Individual and Family Services
- 624230 - Emergency and Other Relief Services
- 624310 - Vocational Rehabilitation Services
- 813319 - Other Social Advocacy Organizations

Zeiders’ range and depth of front line service experience provides us with an unmatched ability to sense and respond to command needs. We constantly work with military leaders to develop, adapt and deliver services to meet emerging priorities and operational needs. Zeiders’ focus on quality service delivery contributes to a continual process improvement culture that always has our team searching for new, better and innovative ways to make a human difference.

Zeiders is consistently recognized as a high performing company, as evidenced by:

- Receiving the U.S. Small Business Administrations’ Administrator’s Award for Excellence
- Being selected twice by the Virginia Chamber of Commerce as a Virginia Fantastic 50 company
- Getting two awards from INC. magazine as one of America’s fastest growing privately held companies
- Achieving a rating of 97 percent of overall customer satisfaction including a perfect score for providing service quantities and for resolving problems in Dun and Bradstreet’s independent survey of clients.
- We have earned the Joint Commission Certification as a Health Care Staffing Services company for our behavioral health providers



**OUR CLIENTS**

Over the past 25 years, Zeiders is proud to have provided professional Human Resource and Social Service support services to a variety of clients, including:

- U.S. Army;
- U.S. Navy;
- U.S. Marine Corps;
- U.S. Air Force;
- U.S. National Guard;
- Department of Labor;
- General Services Administration; and
- Department of Justice.

## 595-21 Human Resource Services Pricing

<b>SIN 595-21 Hourly Rates</b>										
<b>Labor Category</b>	<b>9/7/10 - 9/6/11</b>		<b>9/7/11 - 9/6/12</b>		<b>9/7/12 - 9/6/13</b>		<b>9/7/13 - 9/6/14</b>		<b>9/7/14 - 9/6/15</b>	
	(Gov Site)	(Off Site)	(Gov Site)	(Off Site)	(Gov Site)	(Off Site)	(Gov Site)	(Off Site)	(Gov Site)	(Off Site)
<b>HR Project Manager</b>	\$ 103.26	\$113.53	\$ 106.36	\$116.94	\$ 109.55	\$120.44	\$ 112.83	\$124.06	\$ 116.22	\$127.78
<b>HR Program Analyst - Senior</b>	\$ 64.93	\$ 71.39	\$ 66.88	\$ 73.53	\$ 68.88	\$ 75.74	\$ 70.95	\$ 78.01	\$ 73.08	\$ 80.35
<b>HR Program Analyst - Junior</b>	\$ 49.53	\$ 54.46	\$ 51.02	\$ 56.09	\$ 52.55	\$ 57.78	\$ 54.12	\$ 59.51	\$ 55.75	\$ 61.30
<b>HR Learning Specialist - Senior</b>	\$ 42.17	\$ 46.37	\$ 43.44	\$ 47.76	\$ 44.74	\$ 49.19	\$ 46.08	\$ 50.67	\$ 47.46	\$ 52.19
<b>HR Learning Specialist - Junior</b>	\$ 32.27	\$ 35.48	\$ 33.24	\$ 36.54	\$ 34.24	\$ 37.64	\$ 35.26	\$ 38.77	\$ 36.32	\$ 39.93
<b>HR Strategic Comms Specialist - Senior</b>	\$ 58.33	\$ 64.14	\$ 60.08	\$ 66.06	\$ 61.88	\$ 68.05	\$ 63.74	\$ 70.09	\$ 65.65	\$ 72.19
<b>HR Strategic Comms Specialist - Junior</b>	\$ 49.53	\$ 54.46	\$ 51.02	\$ 56.09	\$ 52.55	\$ 57.78	\$ 54.12	\$ 59.51	\$ 55.75	\$ 61.30
<b>Admin Support - Senior</b>	\$ 36.97	\$ 40.65	\$ 38.08	\$ 41.87	\$ 39.22	\$ 43.13	\$ 40.40	\$ 44.42	\$ 41.61	\$ 45.75
<b>Admin Support - Junior</b>	\$ 28.35	\$ 31.17	\$ 29.20	\$ 32.11	\$ 30.08	\$ 33.07	\$ 30.98	\$ 34.06	\$ 31.91	\$ 35.08

**595-28 HR Support Social Services Pricing**

<b>SIN 595-28 Hourly Rates</b>										
<b>Labor Category</b>	<b>9/7/10 - 9/6/11</b>		<b>9/7/11 - 9/6/12</b>		<b>9/7/12 - 9/6/13</b>		<b>9/7/13 - 9/6/14</b>		<b>9/7/14 - 9/6/15</b>	
	(Gov Site)	(Off Site)	(Gov Site)	(Off Site)	(Gov Site)	(Off Site)	(Gov Site)	(Off Site)	(Gov Site)	(Off Site)
<b>Social Services Project Manager</b>	\$ 103.26	\$113.53	\$ 106.36	\$116.94	\$ 109.55	\$120.44	\$ 112.83	\$124.06	\$ 116.22	\$127.78
<b>Work Family Specialist, Senior</b>	\$ 56.91	\$ 62.58	\$ 58.62	\$ 64.46	\$ 60.38	\$ 66.39	\$ 62.19	\$ 68.38	\$ 64.05	\$ 70.43
<b>Work Family Specialist, Mid-level</b>	\$ 42.17	\$ 46.37	\$ 43.44	\$ 47.76	\$ 44.74	\$ 49.19	\$ 46.08	\$ 50.67	\$ 47.46	\$ 52.19
<b>Work Family Specialist, Junior</b>	\$ 35.98	\$ 39.56	\$ 37.06	\$ 40.75	\$ 38.17	\$ 41.97	\$ 39.32	\$ 43.23	\$ 40.50	\$ 44.53
<b>Counselor, Senior</b>	\$ 67.57	\$ 74.30	\$ 69.60	\$ 76.53	\$ 71.69	\$ 78.82	\$ 73.84	\$ 81.19	\$ 76.05	\$ 83.63
<b>Counselor, Mid-level</b>	\$ 56.14	\$ 61.72	\$ 57.82	\$ 63.57	\$ 59.56	\$ 65.48	\$ 61.35	\$ 67.44	\$ 63.19	\$ 69.47
<b>Counselor, Junior</b>	\$ 52.48	\$ 57.70	\$ 54.05	\$ 59.43	\$ 55.68	\$ 61.21	\$ 57.35	\$ 63.05	\$ 59.07	\$ 64.94
<b>Social Services Program Analyst – Senior</b>	\$ 64.93	\$ 71.39	\$ 66.88	\$ 73.53	\$ 68.88	\$ 75.74	\$ 70.95	\$ 78.01	\$ 73.08	\$ 80.35
<b>Social Services Program Analyst – Junior</b>	\$ 49.53	\$ 54.46	\$ 51.02	\$ 56.09	\$ 52.55	\$ 57.78	\$ 54.12	\$ 59.51	\$ 55.75	\$ 61.30
<b>Social Services Learning Specialist – Senior</b>	\$ 42.17	\$ 46.37	\$ 43.44	\$ 47.76	\$ 44.74	\$ 49.19	\$ 46.08	\$ 50.67	\$ 47.46	\$ 52.19
<b>Social Services Learning Specialist – Junior</b>	\$ 32.27	\$ 35.48	\$ 33.24	\$ 36.54	\$ 34.24	\$ 37.64	\$ 35.26	\$ 38.77	\$ 36.32	\$ 39.93
<b>Social Services Strategic Comms Specialist – Senior</b>	\$ 58.33	\$ 64.14	\$ 60.08	\$ 66.06	\$ 61.88	\$ 68.05	\$ 63.74	\$ 70.09	\$ 65.65	\$ 72.19
<b>Social Services Strategic Comms Specialist - Junior</b>	\$ 49.53	\$ 54.46	\$ 51.02	\$ 56.09	\$ 52.55	\$ 57.78	\$ 54.12	\$ 59.51	\$ 55.75	\$ 61.30
<b>Admin Support, Senior</b>	\$ 36.97	\$ 40.65	\$ 38.08	\$ 41.87	\$ 39.22	\$ 43.13	\$ 40.40	\$ 44.42	\$ 41.61	\$ 45.75
<b>Admin Support, Junior</b>	\$ 28.35	\$ 31.17	\$ 29.20	\$ 32.11	\$ 30.08	\$ 33.07	\$ 30.98	\$ 34.06	\$ 31.91	\$ 35.08

## Labor Category Descriptions

### SIN 595-21 HUMAN RESOURCES LABOR CATEGORY DESCRIPTIONS

#### LABOR CATEGORY: HUMAN RESOURCES PROJECT MANAGER (SIN 595-21)

**Functional Responsibilities:** Manages and supervises contract performance, contract compliance and staffing; Responsible for the administration of multiple programs/contracts with respect to negotiations, monitoring of budgets and funding, staffing and training, quality control and client relationship management; Ensures that contract requirements are met and compliance maintained; Oversees quality control processes; Establishes effective employee hiring and performance management processes; Submits monthly/quarterly reports; Serves as the primary Point of Contact (POC) for the Contracting Officer's Representative (COR).

**Qualifications:** An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/budget processes; Competence with MS Office applications.

**Minimum Education:** Master's degree in Education, Human Resources Management, Social Services or other human services-related field.

**Minimum Experience Requirements:** Ten (10) years experience in human resources program administration / management experience; Ten (10) years of personnel management/staff supervision; Five (5) years experience with government contracting processes and familiarity with Federal Acquisition Regulations; Five (5) years experience with program design, development, implementation, and evaluation.

#### LABOR CATEGORY: HUMAN RESOURCES PROGRAM ANALYST - SENIOR (SIN 595-21)

**Functional Responsibilities:** Plans, conducts and participates in human resources program analysis, evaluation, and studies; Summarizes data and verifies accuracy and adequacy of data noting variances; Provides advice and service to clients and customers in areas of technical expertise; Prepares and makes presentations dealing with project status, program analysis, and/or problems/proposed solutions; Leads the work of others; Performs quality assurance review on all deliverables. Manages and supervises contract performance, contract compliance and staffing; Responsible for the administration of programs/contracts with respect to negotiations, monitoring of budgets and funding, staffing and training, quality control and client relationship management; Ensures that contract requirements are met and compliance maintained; Oversees quality control processes; Establishes effective employee hiring and performance management processes; Submits monthly/quarterly reports; Serves as the primary Point of Contact (POC) for the Contracting Officer's Representative (COR).

**Qualifications:** An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/budget processes; Competence with MS Office applications.

**Minimum Education:** Master's degree in Social Work, Education, Psychology, Business, Management or other relevant human services-related field; or Bachelor's degree and four (4) years related experience.

**Minimum Experience Requirements:** Five (5) years experience in social service program administration / management; Five (5) years of personnel management/staff supervision; One (1) year experience with government contracting processes and familiarity with Federal Acquisition Regulations; Three (3) years experience with program design, development, implementation, and evaluation.

**LABOR CATEGORY: HUMAN RESOURCES PROGRAM ANALYST – JUNIOR (SIN 595-21)**

**Functional Responsibilities:** Plans, conducts and participates in human resources program analysis, evaluation, and studies; Summarizes data and verifies accuracy and adequacy of data noting variances; Provides advice and service to clients and customers in areas of technical expertise; May prepare and make presentations dealing with project status, program analysis, and/or problems/proposed solutions. Responsible for hiring and monitoring staff performance, providing program guidance, ensuring quality of service delivery and compliance with contract requirements; Monitors budgets and funding, staffing and training, quality control and client relationship management; Submits management reports.

**Qualifications:** An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Competence with Microsoft Office Suite software and other appropriate programs. Knowledge of the methodologies used for studies and analyses and knowledge of how to use that information for program improvement; Skill in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Ability to prepare and conduct management briefings to supervisory authority; Ability to respond quickly and professionally to new requirements.

**Minimum Education:** Master's degree in Education, Psychology, Business, Social Work or other human services-related field; or Bachelor's degree and four (4) years related experience.

**Minimum Experience Requirements:** Two (2) years experience in social service program administration / management; Two (2) years personnel management/staff supervision; Familiarity with government contracting processes.

**LABOR CATEGORY: HUMAN RESOURCES LEARNING SPECIALIST, SENIOR (SIN 595-21)**

**Functional Responsibilities:** Designs and conducts training programs; Coordinates training schedules; Identifies training needs from orientation to professional development; Involved in initial plan development and enhancements; Relies on extensive experience and judgment; Leads the work of others; Performs quality assurance for training products; Establishes project milestones and develop corrective strategies as needed; Researches and develops subject-specific content.

**Qualifications:** Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based instruction production; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of adult learning theory and applications; Must possess superior writing skills.

**Minimum Education:** Master's Degree in Education, Social/Human Services, Human Resources and/or Bachelor's Degree and relevant experience. **Minimum Experience Requirements:** Four (4) years experience of curriculum development experience; Four (4) years experience facilitating human services training and professional development; Two (2) years personnel management/staff supervision in training services/adult education.

**LABOR CATEGORY: HUMAN RESOURCES LEARNING SPECIALIST, JUNIOR (SIN 595-21)**

**Functional Responsibilities:** Designs and conducts training programs; Coordinates training schedules; Identifies training needs from orientation to professional development; Involved in initial plan development and enhancements; Relies on extensive experience and judgment; Performs initial quality assurance for training products; Executes project milestones and develop corrective strategies as needed; Researches and develops subject-specific content.

**Qualifications:** Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based instruction production; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of adult learning theory and applications; Must possess superior writing skills.

**Minimum Education:** Bachelor's Degree in Education, Counseling, Human Resources, Social/Human Services, or related field.

**Minimum Experience Requirements:** Three (3) years experience of curriculum development experience; Two (2) years experience facilitating human services training and professional development.

**LABOR CATEGORY: HUMAN RESOURCES STRATEGIC COMMUNICATIONS SPECIALIST, SENIOR (SIN 595-21)**

**Functional Responsibilities:** Researches, designs and develops human resource-related communications and marketing programs to impact targeted audiences; Conducts stakeholder analyses and other communication research; Develops communications products and outreach approaches; Coordinates production schedules; Conducts evaluation and effectiveness analyses; Relies on extensive experience and judgment; Leads the work of others; Performs quality assurance for communication products; Establishes project milestones and develop corrective strategies as needed; Researches and develops subject-specific communication content and authors, prepares and/or submits communication materials through appropriate communications channels for publication.

**Qualifications:** Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based and graphic communication production tools; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of mass communication and marketing theory and applications; Must possess superior writing skills.

**Minimum Education:** Master's Degree in Communications, Marketing, Business or related field; and/or four years of relevant experience.

**Minimum Experience Requirements:** Four (4) years experience of communication planning and product development experience.

**LABOR CATEGORY: HUMAN RESOURCES STRATEGIC COMMUNICATIONS SPECIALIST, JUNIOR (SIN 595-21)**

**Functional Responsibilities:** Assists in the research, design and development of human resources-related communications and marketing programs to impact targeted audiences; Conducts stakeholder analyses and other communication research; Drafts communications products and outreach approaches; Executes production schedules; Supports the conduct of evaluation and effectiveness analyses; Performs initial quality assurance for communication products; Executes project milestones and develops corrective strategies as needed; Researches and develops subject-specific content; Authors, prepares and/or submits communication materials through appropriate communications channels for publication.

**Qualifications:** Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based and graphic communication production tools; Ability to adhere to project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of mass communication and marketing theory and applications; Must possess superior writing skills.

**Minimum Education:** Bachelor's Degree in Communications, Marketing, Business or related field; and/or two years of relevant experience.

**Minimum Experience Requirements:** Two (2) years experience of communication planning and product development experience.

**LABOR CATEGORY: ADMINISTRATIVE SUPPORT SPECIALIST, SENIOR \*\* (SIN 595-21)**

**Functional Responsibilities:** Prepares correspondence and formal documentation. Uses word processing software to develop correspondence and formal documentation. Uses database and spreadsheet software to maintain project or contract tracking software. Prepares routine material, perform input, filing, copying and other clerical tasks. May answer phones and distribute mail/materials and other clerical/administrative duties.

**Qualifications:** Excellent facility with computer and office automation software; Excellent customer service skills; Ability to communicate orally and in writing.

**Minimum Education:** High school diploma/GED.

**Minimum Experience Requirements:** At least four (4) years demonstrated experience providing administrative support preferably to a medical or other social services office.

**LABOR CATEGORY: ADMINISTRATIVE SUPPORT SPECIALIST, JUNIOR \*\* (SIN 595-21)**

**Functional Responsibilities:** Prepares correspondence and formal documentation. Uses word processing software. Uses database and spreadsheet software to maintain project or contract tracking software. Prepares routine material, perform input, filing, copying and other clerical tasks. May answer phones and distribute mail/materials and other clerical/administrative duties.

**Qualifications:** Excellent facility with computer and office automation software; Excellent customer service skills; Ability to communicate orally and in writing.

**Minimum Education:** High School diploma/GED.

**Minimum Experience Requirements:** Two (2) years demonstrated experience providing administrative support preferably to a medical or other social services office.

**\*\* Note – SCA Positions**

## **SIN 595-28 SOCIAL SERVICES LABOR CATEGORY DESCRIPTIONS**

### **LABOR CATEGORY: SOCIAL SERVICES PROJECT MANAGER (SIN 595-28)**

**Functional Responsibilities:** Manages and supervises contract performance, contract compliance and staffing; Responsible for the administration of multiple programs/contracts with respect to negotiations, monitoring of budgets and funding, staffing and training, quality control and client relationship management; Ensures that contract requirements are met and compliance maintained; Oversees quality control processes; Establishes effective employee hiring and performance management processes; Submits monthly/quarterly reports; Serves as the primary Point of Contact (POC) for the Contracting Officer's Representative (COR).

**Qualifications:** An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/budget processes; Competence with MS Office applications.

**Minimum Education:** Master's degree in Social Work, Education, Psychology, Human Resources Management, or other human services-related field.

**Minimum Experience Requirements:** Ten (10) years experience in social service program administration / management experience; Ten (10) years of personnel management/staff supervision; Five (5) years experience with government contracting processes and familiarity with Federal Acquisition Regulations; Five (5) years experience with program design, development, implementation, and evaluation.

### **LABOR CATEGORY: WORK-FAMILY SPECIALIST, SENIOR (SIN 595-28)**

**Functional Responsibilities:** Designs and develops work-life programs that help individuals deal with personal and relationship stress, work, and other issues; Provides curriculum development, training, and program oversight services for the delivery of psycho-educational programs; Develops approaches based on needs identified through program evaluation, needs assessment feedback, and survey data; Has a wide degree of creativity and latitude in leading the work of others.

**Qualifications:** Skilled in providing group facilitation and knowledge of group dynamics; Knowledge of the tenets of adult education and the development of training curricula based on the adult learning model; Ability to manage multiple priorities; Ability to use verbal and written communication skills effectively; Knowledge of the formulation and execution of needs assessment tools; Ability to conduct program evaluations and use that evaluation to improve program effectiveness; Knowledge of Microsoft Office Suite software and demonstrated ability to use software to prepare management reports and provide information

**Minimum Education:** Bachelor's degree in education, human/social services or related field OR Four years' experience providing social services, behavioral health or adult training.

**Minimum Experience Requirements:** Three (3) years experience in training development and delivery, public speaking, group presentation and facilitation skills, preferably in an adult education, medical or non-medical setting; Two (2) years experience supervising or overseeing the delivery of social services and/or education programs, systems and services

**LABOR CATEGORY: WORK-FAMILY SPECIALIST, MID-LEVEL (SIN 595-28)**

**Functional Responsibilities:** Designs and develops work-life programs that help individuals deal with personal and relationship stress, work, and other issues; Provides curriculum development, training, and program oversight services for the delivery of psycho-educational programs; Develops approaches based on needs identified through program evaluation, needs assessment feedback, and survey data; Has a wide degree of creativity and latitude in leading the work of others.

**Qualifications:** Skilled in providing group facilitation and knowledge of group dynamics; Knowledge of the tenets of adult education and the development of training curricula based on the adult learning model; Ability to manage multiple priorities; Ability to use verbal and written communication skills effectively; Knowledge of the formulation and execution of needs assessment tools; Ability to conduct program evaluations and use that evaluation to improve program effectiveness; Knowledge of Microsoft Office Suite software and demonstrated ability to use software to prepare management reports and provide information

**Minimum Education:** Bachelor's degree in education, human/social services or related field OR Four years' experience providing social services, behavioral health or adult training.

**Minimum Experience Requirements:** Three (3) years experience in training development and delivery, public speaking, group presentation and facilitation skills, preferably in an adult education, medical or non-medical setting; Two (2) years experience supervising or overseeing the delivery of social services and/or education programs, systems and services.

**LABOR CATEGORY: WORK-FAMILY SPECIALIST, JUNIOR (SIN 595-28)**

**Functional Responsibilities:** Provides work-life programs that help individuals deal with personal and relationship stress, work, and other issues; Provides one-on-one consultation, information and referral, psycho-educational presentations, workshops, and seminars on the full range of human-resources employee assistance and related social service programs.

**Qualifications:** Knowledge of the development and execution of needs assessment tools; Skilled in providing one-on-one consultation; Skilled in making presentations and facilitating training for large and small groups.

**Minimum Education:** Associate's degree in social, behavioral or education OR two years experience.

**Minimum Experience Requirements:** Two (2) years experience providing adult education and/or employee assistance program services;

**LABOR CATEGORY: COUNSELOR, SENIOR (SIN 595-28)**

**Functional Responsibilities:** Designs and administers social services policies and procedures that cover a range of social services, including Employee Assistance Program short term, solution-focused non-psychiatric individual, couples and family counseling, psycho-educational presentations, and crisis intervention assistance; Familiar with a wide variety of industry concepts, practices and procedures; Implements and monitors standards and protocols for clinical care; Collects and analyzes data; Relies on experience and judgment to plan and accomplish goals; May report directly to an executive or head of a unit/department; A wide degree of creativity and latitude is expected in leading the work of others.

**Qualifications:** Knowledge and experience working in Behavioral Health and Clinical Counseling settings (medical and/or non-medical); Skilled in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Supervisory ability; Ability to prepare and present management briefings and reports to supervisory authority; Ability to work as a team member in a complex, multi-layered, fast-paced organization and respond quickly and professionally to new requirements; Strong writing and verbal skills, analytical ability and significant experience with Microsoft Office Suite software and appropriate programs.

**Minimum Education:** Master's Degree in Social Work from a graduate School of Social Work accredited by the Council on Social Work education, or Master's Degree in Marriage and Family Therapy from a graduate program accredited by the Commission on Accreditation for Marriage and Family Therapy, or a Master's Degree in Counseling from a Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited program or Doctoral degree in Psychology from a program accredited by the APA.

**Minimum Experience:** Six years, including at least 2,000 hours, of full-time post-licensure clinical experience.

**Required/Supplemental Certifications:** Licensed to practice independently (Licensed Clinical Social Worker, Licensed Professional Counselor, Licensed Marriage and Family Therapist, Licensed Psychologist).

**LABOR CATEGORY: COUNSELOR, MID-LEVEL (SIN 595-28)**

**Functional Responsibilities:** Develops and administers social services policies and procedures that cover a range of social services, including Employee Assistance Program short term, solution-focused non-psychiatric individual, couples and family counseling, psycho-educational presentations and crisis intervention assistance; Familiar with a variety of the industry's concepts, practices and procedures; Collects and analyzes data; Relies on experience and judgment to plan and accomplish goals; May report directly to an executive or head of a unit/department; A wide degree of creativity and latitude is expected in leading the work of others.

**Qualifications:** Knowledge and experience working in Behavioral Health and Clinical Counseling settings (medical and/or non-medical); Skilled in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Supervisory ability; Ability to prepare and present management briefings and reports to supervisory authority; Ability to work as a team member in a complex, multi-layered, fast-paced organization and respond quickly and professionally to new requirements; Strong writing and verbal skills, analytical ability and significant experience with Microsoft Office Suite software and appropriate programs;

**Minimum Education:** Master's Degree in Social Work from a graduate School of Social Work accredited by the Council on Social Work education, or Master's Degree in Marriage and Family Therapy from a graduate program accredited by the Commission on Accreditation for Marriage and Family Therapy, or a Master's Degree in Counseling from a Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited program or Doctoral degree in Psychology from a program accredited by the APA.

**Minimum Experience:** Four years, including at least 2,000 hours, of full-time post-licensure clinical experience.

**Required/Supplemental Certifications:** Licensed to practice independently (Licensed Clinical Social Worker, Licensed Professional Counselor, Licensed Marriage and Family Therapist, Licensed Psychologist).

**LABOR CATEGORY: COUNSELOR, JUNIOR (SIN 595-28)**

**Functional Responsibilities:** Develops and administers social services policies and procedures that cover a range of social services, including Employee Assistance Program short term, solution-focused non-psychiatric individual, couples and family counseling, psycho-educational presentations and crisis intervention assistance; Familiar with a variety of the industry's concepts, practices and procedures; Collects and analyzes data; Relies on experience and judgment to plan and accomplish goals; **Qualifications:** Knowledge and experience working in Behavioral Health and Clinical Counseling settings (medical and/or non-medical); Skilled in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Supervisory ability; Ability to prepare and present management briefings and reports to supervisory authority; Ability to work as a team member in a complex, multi-layered, fast-paced organization and respond quickly and professionally to new requirements; Strong writing and verbal skills, analytical ability and significant experience with Microsoft Office Suite software and other appropriate programs;

**Minimum Education:** Master's Degree in Social Work from a graduate School of Social Work accredited by the Council on Social Work education, or Master's Degree in Marriage and Family Therapy from a graduate program accredited by the Commission on Accreditation for Marriage and Family Therapy, or a Master's Degree in Counseling from a Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited program, or Doctoral degree in Psychology from a program accredited by the American Psychological Association.

**Minimum Experience Requirements:** Two years, including at least 2,000 hours, of full-time post-licensure clinical experience.

**Required/Supplemental Certifications:** Licensed to practice independently (Licensed Clinical Social Worker, Licensed Professional Counselor, Licensed Marriage and Family Therapist, Licensed Psychologist).

**LABOR CATEGORY: SOCIAL SERVICES PROGRAM ANALYST - SENIOR (SIN 595-28)**

**Functional Responsibilities:** Plans, conducts and participates in social services program analysis, evaluation, and studies; Summarizes data and verifies accuracy and adequacy of data noting variances; Provides advice and service to clients and customers in areas of technical expertise; Prepares and makes presentations dealing with project status, program analysis, and/or problems/proposed solutions; Leads the work of others; Performs quality assurance review on all deliverables. Manages and supervises contract performance, contract compliance and staffing; Responsible for the administration of programs/contracts with respect to negotiations, monitoring of budgets and funding, staffing and training, quality control and client relationship management; Ensures that contract requirements are met and compliance maintained; Oversee quality control processes; Establishes effective employee hiring and performance management processes; Submits monthly/quarterly reports; Serves as the primary Point of Contact (POC) for the Contracting Officer's Representative (COR).

**Qualifications:** An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Ability to supervise through problem solving and facilitation; Knowledge of government contracting processes; Ability to implement sound financial/budget processes; Competence with MS Office applications.

**Minimum Education:** Master's degree in Social Work, Education, Psychology, Business, Management or other relevant human services-related field; or Bachelor's degree and four (4) years related experience.

**Minimum Experience Requirements:** Five (5) years experience in social service program administration / management; Five (5) years of personnel management/staff supervision; One (1) year experience with government contracting processes and familiarity with Federal Acquisition Regulations; Three (3) years experience with program design, development, implementation, and evaluation.

**LABOR CATEGORY: SOCIAL SERVICES PROGRAM ANALYST – JUNIOR (SIN 595-28)**

**Functional Responsibilities:** Plans, conducts and participates in social services program analysis, evaluation, and studies; Summarizes data and verifies accuracy and adequacy of data noting variances; Provides advice and service to clients and customers in areas of technical expertise; May prepare and make presentations dealing with project status, program analysis, and/or problems/proposed solutions. Responsible for hiring and monitoring staff performance, providing program guidance, ensuring quality of service delivery and compliance with contract requirements; Monitors budgets and funding, staffing and training, quality control and client relationship management; Submits management reports.

**Qualifications:** An effective management approach for a human services setting; Excellent oral/written communication skills; Ability to effectively manage multiple priorities; Competence with Microsoft Office Suite software and other appropriate programs. Knowledge of the methodologies used for studies and analyses and knowledge of how to use that information for program improvement; Skill in applying analytical and evaluative methods and techniques in developing new procedures and approaches; Ability to prepare and conduct management briefings to supervisory authority; Ability to respond quickly and professionally to new requirements.

**Minimum Education:** Master's degree in Social Work, Education, Psychology, Business or other human services-related field; or Bachelor's degree and four (4) years related experience.

**Minimum Experience Requirements:** Two (2) years experience in social service program administration / management; Two (2) years personnel management/staff supervision; Familiarity with government contracting processes.

**LABOR CATEGORY: SOCIAL SERVICES LEARNING SPECIALIST, SENIOR (SIN 595-28)**

**Functional Responsibilities:** Designs and conducts social services-related training programs; Coordinates training schedules; Identifies training needs from orientation to professional development; Involved in initial plan development and enhancements; Relies on extensive experience and judgment; Leads the work of others; Performs quality assurance for training products; Establishes project milestones and develop corrective strategies as needed; Researches and develops subject-specific content.

**Qualifications:** Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based instruction production; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of adult learning theory and applications; Must possess superior writing skills.

**Minimum Education:** Master's Degree in Counseling, Social/Human Services, Education and/or Bachelor's Degree and relevant experience.

**Minimum Experience Requirements:** Four (4) years experience of curriculum development experience; Four (4) years experience facilitating human services training and professional development; Two (2) years personnel management/staff supervision in training services/adult education.

**LABOR CATEGORY: SOCIAL SERVICES LEARNING SPECIALIST, JUNIOR (SIN 595-28)**

**Functional Responsibilities:** Designs and conducts social services-related training programs; Coordinates training schedules; Identifies training needs from orientation to professional development; Involved in initial plan development and enhancements; Relies on extensive experience and judgment; Performs initial quality assurance for training products; Executes project milestones and develop corrective strategies as needed; Researches and develops subject-specific content.

**Qualifications:** Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based instruction production; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of adult learning theory and applications; Must possess superior writing skills.

**Minimum Education:** Bachelor's Degree in Counseling, Social/Human Services, Adult Education or related field.

**Minimum Experience Requirements:** Three (3) years experience of curriculum development experience; Two (2) years experience facilitating human services training and professional development.

**LABOR CATEGORY: SOCIAL SERVICES STRATEGIC COMMUNICATIONS SPECIALIST, SENIOR (SIN 595-28)**

**Functional Responsibilities:** Researches, designs and develops social services communications and marketing programs to impact targeted audiences; Conducts stakeholder analyses and other communication research; Develops communications products and outreach approaches; Coordinates production schedules; Conducts evaluation and effectiveness analyses; Relies on extensive experience and judgment; Leads the work of others; Performs quality assurance for communication products; Establishes project milestones and develop corrective strategies as needed; Researches and develops subject-specific communication content and authors, prepares and/or submits communication materials through appropriate communications channels for publication.

**Qualifications:** Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based and graphic communication production tools; Ability to envision the broad scope of projects and create project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of mass communication and marketing theory and applications; Must possess superior writing skills.

**Minimum Education:** Master's Degree in Communications, Marketing, Business or related field; and/or four years of relevant experience.

**Minimum Experience Requirements:** Four (4) years experience of communication planning and product development experience.

**LABOR CATEGORY: SOCIAL SERVICES STRATEGIC COMMUNICATIONS SPECIALIST, JUNIOR (SIN 595-28)**

**Functional Responsibilities:** Assists in the research, design and development of social services communications and marketing programs to impact targeted audiences; Conducts stakeholder analyses and other communication research; Drafts communications products and outreach approaches; Executes production schedules; Supports the conduct of evaluation and effectiveness analyses; Performs initial quality assurance for communication products; Executes project milestones and develops corrective strategies as needed; Researches and develops subject-specific content; Authors, prepares and/or submits communication materials through appropriate communications channels for publication.

**Qualifications:** Demonstrated proficiency in using common industry software applications such as Microsoft Office; Familiarity with web-based and graphic communication production tools; Ability to adhere to project schedules; Ability to establish effective working relationships with internal customers and external program/agency managers; Knowledge of mass communication and marketing theory and applications; Must possess superior writing skills.

**Minimum Education:** Bachelor's Degree in Communications, Marketing, Business or related field; and/or two years of relevant experience.

**Minimum Experience Requirements:** Two (2) years experience of communication planning and product development experience.

**LABOR CATEGORY: ADMINISTRATIVE SUPPORT SPECIALIST, SENIOR \*\* (SIN 595-28)**

**Functional Responsibilities:** Prepares correspondence and formal documentation. Uses word processing software to develop correspondence and formal documentation. Uses database and spreadsheet software to maintain project or contract tracking software. Prepares routine material, perform input, filing, copying and other clerical tasks. May answer phones and distribute mail/materials and other clerical/administrative duties.

**Qualifications:** Excellent facility with computer and office automation software; Excellent customer service skills; Ability to communicate orally and in writing.

**Minimum Education:** High school diploma/GED.

**Minimum Experience Requirements:** At least four (4) years demonstrated experience providing administrative support preferably to a medical or other social services office.

**LABOR CATEGORY: ADMINISTRATIVE SUPPORT SPECIALIST, JUNIOR \*\* (SIN 595-28)**

**Functional Responsibilities:** Prepares correspondence and formal documentation. Uses word processing software. Uses database and spreadsheet software to maintain project or contract tracking software. Prepares routine material, perform input, filing, copying and other clerical tasks. May answer phones and distribute mail/materials and other clerical/administrative duties.

**Qualifications:** Excellent facility with computer and office automation software; Excellent customer service skills; Ability to communicate orally and in writing.

**Minimum Education:** High School diploma/GED.

**Minimum Experience Requirements:** Two (2) years demonstrated experience providing administrative support preferably to a medical or other social services office.

**\*\* Note – SCA Positions**