DUTY STATEMENT
DSH3002 (Rev. 01/2020)

California Department of State Hospitals

PROPOSED

Box reserved for Personnel Section

RPA # 21-417	C&P Analyst Approval	Date

Employee Name VACANT	**Division** Administrative Services Division
Position No / Agency-Unit-Class-Serial 461-212-4800-005	**Unit** Human Resources Branch / Workers' Compensation
Class Title Staff Services Manager I (Specialist)	**Location** Sacramento

Subject to Conflict of Interest	CBID	Work Week Group:	Pay Differential	Other
☒Yes ☐No	S01	E		

Briefly (1 or 2 sentences) describe the position's organizational setting and major functions
Under the general direction of the Staff Services Manager II (SSM II), the Staff Services Manager I (SSM I) Specialist is responsible for varied and complex analytical projects having state-wide departmental impact. The SSM I Specialist handles settlement recommendations, performs research and policy analysis, and interprets and applies applicable laws, rules, regulations, and procedures. The SSM I Specialist serves as the project manager for executive-level initiatives and special projects as needed and acts as a lead in the Workers' Compensation (WC) Office in the absence of the SSM I Supervisor. Specific duties and responsibilities include but are not limited to the following essential (E) and marginal (M) functions:

% of time performing duties	**Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary).**
50%	(E) Oversight of all claim finalizations exceeding the established authority level of $75,000. Review settlement proposals completed by the WC staff for approval by executives to ensure timely and accurate settlement analysis and recommendations taking into consideration the Department's future liability. Perform thorough case review analysis and settlement strategies and recommendations on complex, high-dollar cases to hospital RTW Programs and Sacramento executives. Attend settlement strategy planning meetings with State Fund and hospital RTW Programs as necessary. Monitor, update, and maintain the settlement tracking log to record settlement proposals received from State Fund and settlement recommendations completed by the WC Unit. Serve as the subject matter expert in all areas of WC. Provide direct hands-on support and day-to-day claims processing assistance to the five hospitals' RTW Program. Provide guidance and interpretation on various laws, rules, regulations, policies, and procedures, and assist in identifying, analyzing, and resolving highly sensitive, complex, and controversial issues that could result in financial or program consequences to supervisors, managers, and executives. Proactively communicate with the RTW Program Managers, representatives from different Programs within the Department, hospital and Sacramento executives, and other stakeholders to ensure concerns and disputes are handled professionally and expediently while staying customer-focused to develop and maintain constructive and productive working relationships.

	Represent the Department in meetings with control agencies such as the California Department of Human Resources (CalHR), State Compensation Insurance Fund (State Fund), State Controller's Office (SCO), and other State agencies or stakeholders to ensure departmental needs are met on the most sensitive and challenging issues. Assist the SSM II with the Budget Change Proposals and develop and implement various cost reduction tools and strategies, office goals and objectives, and monthly, quarterly, and annual program reports. Monitor and oversee WC-related expenditures statewide, ensure expenditures are accurate and provide an analysis of expenditures with recommendations to reduce costs where possible. Oversight and monitor the Settlement Tracking Log to record settlement proposals received from State Fund and settlement recommendations completed by the WC Office. Provide reports outlining WC-related injury trends and analysis as appropriate.
30%	(E) Manage highly sensitive and priority projects based on organizational goals and urgency. Lead and/or assist in Executive Level Special Projects. Collaborate with the five hospitals and Sacramento staff and management to identify department/program needs and establish program goals and objectives, responsibilities, authority, and accountability. Serve as the project manager and facilitate various special workgroups, task forces, and special project meetings as necessary due to ongoing strategic planning efforts. Prepare Legislative Bill Analyses. Research and determine the potential impact the pending bill may have on the Department. Serve as the custodian of records for the WC Office. Coordinate with the DSH-Sacramento HR Compliance Manager and the Legal Division in response to subpoenas for copies of WC records. Ensure responses to subpoenas are timely processed and redacted according to legal and department requirements.
15%	(E) Develop, implement, modify, and update policies and procedures to streamline methods and processes to obtain consistency and enhance the quality and efficiency of the overall business practices for the WC/RTW Program. Assist in developing applicable training courses and ensure the training courses are updated regularly to meet department needs. Oversight and monitoring of the EAP contract and budget, and MicroNiche Workers' Compensation Claims Management contract. May act as the Lead over the WC Office in the absence of the SSM II and SSM I Supervisor. Serve as Lead to the temporary support team members by establishing and approving work assignments and priorities as needed.
5%	(M) Assist or perform other duties as assigned consistent with the SSM I (Specialist) classification.

Working Conditions	Regular or recurring telework may occur as part of the incumbent's ongoing regular schedule and/or flexible scheduling. Consistent with Policy Directive 5338, telework may be considered with prior approval from management. If approved, incumbent is expected to provide in-office coverage on a rotational basis, and attend a variety of face-to-face meetings, and/or may travel occasionally (less than 5%) throughout California as needed, with prior notice.
Other Job Requirements	The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. The SSM I (Specialist) must exercise independent judgment in managing a variety of sensitive high priority projects that have state-wide impact; and must have the ability to act authoritatively and exercise a high degree of responsibility for decisions in difficult and sensitive program development. Independence of action and the ability to manage time and multiple priorities is required. Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required.
Employee's Statement	I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights). _____ _____ Employee's Signature Date
Supervisor's Statement	I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above. _____ _____ Supervisor's Signature Date