CalHR Mission and Vision
The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Vision: To be the premier leader and trusted partner in innovative human resources management.

Our Mission: To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

General Statement
CalHR’s Benefits Division administers the statewide benefit plans for employees, retirees and eligible dependents designed to support the State in attracting and retaining a qualified workforce. This includes dental, vision, FlexElect, employee counseling, wellness, employee recognition, life insurance, long-term disability, and legal insurance. In addition, the Division oversees the State’s worker’s compensation program and advises the CalHR’s Director on the CalPERS pension and health plans, and benefit policy topics related to bargaining, legislation and benefit purchasing alternatives.

Under the general direction of the Staff Services Manager II, the Associate Governmental Program Analyst (AGPA) assists in the development, administration and oversight of the state’s workers’ compensation program as a member of the Customer Service and Support Unit, ensuring alignment with the CalHR and Benefits Division mission, vision, values and goals. The Unit is responsible for the administration and support of the following programs: dental, FlexElect, COBRA, vision, pre-tax parking, life insurance, long-term disability, legal insurance and worker’s compensation.

The Unit is responsible for providing centralized statewide support through service-oriented functions to ensure statewide compliance with the rules, regulations, and procedures pertaining to CalHR benefit programs. This includes accurate and timely responses to inquiries, and engaging with stakeholders through daily interaction with departmental personnel offices, carriers, vendors, and both internal and external stakeholders.

This position is responsible for administering the workers’ compensation program, ensuring a high level of customer service and establishing priorities for the program.
Without detailed supervision or review, and exhibiting significant independence of action, duties include but are not limited to:

**Job Functions**

[Essential (E) / Marginal (M) Functions]:

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<th>Percentage (%)</th>
<th>(E) or (M)</th>
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| 45%            | (E)        | **Program Management**  
Serves as a program specialist with responsibility over assigned program area and provides technical expertise in the administration of the state’s workers’ compensation program. Responds to inquiries from state departments, employees, State Compensation Insurance Fund and other stakeholders; interaction with state departments for consultative services, and advice on statutory and regulatory requirements related to the workers’ compensation program. Assists with statewide policy determinations relating to specific aspects of the worker’s compensation program including Industrial Disability Leave and Temporary Disability Benefits. Administers the program area contracts and interagency agreements, including initiating new agreements and renewing existing agreements. Monitors utilization, expenditures and other program metrics. Actively engages with internal and external stakeholders, partners, vendors, carriers, customers, state labor relations officers, personnel officers, departmental officials, and health industry-consultants on various program issues to enhance, strengthen and expand assigned program areas. Drafts bargaining proposals and provides technical expertise for the collective bargaining process. Remains abreast of benefit program trends and business administration practices; recommends program changes. Updates program trackers and workload reports. Provides applicable benefits program direction to the California State Payroll System (CSPS) project by researching, advising and recommending policy and business process changes that must occur statewide in department personnel offices with the introduction of the CSPS solution.

| 25%            | (E)        | **Research and Analysis**  
Assists with researching and analyzing legislation and preparing bill analyses. Analyzes program data to identify patterns and trends. Analyzes program issues, makes recommends for action to management and seeing through implementation on approved actions. Analyzes and researches laws, regulations, and policies to ensure program compliance. Compiles and disseminates reports for assigned program areas, including the workers’ compensation program. This includes the annual report of workers’ compensation costs, subrogation recovery reports, and claims reporting time reports. Researches and updates the workers’ compensation section in all related publications and forms to ensure conformity to current law, regulations, and policy. Assists with policy development and informational communications to inform departments of changes which will impact departmental policies concerning workers’ compensation. Maintains assigned program contact lists to facilitate communications with the state’s workers’ compensation professionals. Researches, identifies and drafts proposed updates to current laws, rules, policies, and memorandum of understanding that could be impacted by the CSPS project.
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<th>Stakeholder Engagement</th>
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<td>Develops updates to manuals, guidelines and websites, and communicates them to state departments. Prepares communication and correspondences as needed, including issue papers, memos, and legal opinion requests. Assists with developing, coordinating and providing training and outreach to personnel office professionals and other stakeholders. Reviews and updates training materials pertaining to the workers’ compensation program. Prepares program resources, materials and presentations for meetings with internal and external stakeholders; attends and facilitates meetings. Assists with developing training modules for assigned programs as necessary to meet departmental needs. Assists with coordinating and conducting training courses for the return-to-work coordinators. Assists with coordinating and facilitating the quarterly workers’ compensation forums as part of the continuing education plan for the state’s workers’ compensation professionals. Disseminates information to the state’s workers’ compensation professionals regarding changing laws, regulations, and requirements in a variety of formats, including electronic communications, written communications, and presentations. Participates in workgroups and committees as needed. Ensures the CSPS Project solution meets requirements that enable CalHR to effectively administer the state’s worker's compensation program.</td>
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<th>Other Duties</th>
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<td>Performs other duties as required consistent with division needs, including participating in open enrollment project initiatives.</td>
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**Supervision Received**
The Associate Governmental Program Analyst reports directly to and receives the majority of assignments from the Staff Services Manager II; however, direction and assignments may also come from other Benefits Division Managers and the Division Chief.

**Supervision Exercised**
None, may act in a lead capacity.

**Special Requirements / Desirable Qualifications**
The successful Associate Governmental Program Analyst actively pursues development in the following areas:

- Interpersonal skills – conflict resolution, effective team behavior, adaptability, resilience and helping behaviors
- Communication skills – clear and concise verbal and written skills, presentation skills, meeting facilitation skills, and the ability/skill to engage customers
- Dependability – meets deadlines, follows established Benefits Division procedures, and manages time and schedule effectively
- General business acumen – honest, ethical, systemic thinking; thoughtfully decisive and conscientious

**Working Conditions**
The duties of this position provide telework opportunities, including the ability to work partially remote. When onsite, duties are performed indoors at 1515 “S” Street building and is equipped with standard or ergonomic office equipment, as appropriate. This model is subject to change based on operational needs. Travel may be required to attend meetings or training classes.
Attendance
Must maintain regular and acceptable attendance at such level as is determined at the
Department’s sole discretion. Must be regularly available and willing to work the hours the
Department determines are necessary or desirable to meet its business needs.

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 hiring supervisor. If unsure of a need for reasonable
accommodation, inform the hiring supervisor, who will discuss your concerns with the RA
Coordinator.)

*A Reasonable accommodation is any modification or adjustment made to a job, work
environment, or employment practice or process that enables an individual with a disability or
medical condition to perform the essential functions of their job or to enjoy an equal employment
opportunity.

Duties of this position are subject to change and may be revised as needed or required.

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<th>Employee Signature</th>
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I have discussed the duties of this position with and have provided a copy of this duty statement
to the employee named above.

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<th>Supervisor Signature</th>
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