

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Workers' Compensation & RA/FMLA - Return to Work Branch	
WORKING TITLE Branch Chief (RTW)	POSITION NUMBER 702-015-4800-xxx	REVISION DATE 04/18/2024

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the general direction of the Staff Services Manager II (SSM II), the SSM I (Supervisor) works in a team environment and co-manages a group of technical analysts and administrative support staff with the responsibility for performing a wide variety of duties associated with the Caltrans workers' compensation Return to Work (RTW) program. In addition, the SSM I works to facilitate compliance with federal and state reasonable accommodation and family leave statutes for injured workers. The SSM I contributes to the building of better team structures, driving teamwork and collaboration, promoting innovation, and supporting positive and constructive professional relationships.

CORE COMPETENCIES:

As a Staff Services Manager I, the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Cultivate Excellence - Innovation, Pride)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - Innovation, Integrity, Pride)
- **Initiative**: Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Cultivate Excellence - Innovation, Pride)
- **Conflict Management**: Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Cultivate Excellence - Equity, Innovation, Integrity)
- **Teamwork and Collaboration**: Sets team structure. Organizes, leads, and facilitates team activities. Promotes team cooperation and encourages participation. Capable of cross functionality and working well with others on a team to achieve personal goals, team goals, and organizational goals. Takes responsibility for individual actions in order to achieve consistent results. (Cultivate Excellence - Pride)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Equity, Integrity, Pride)
- **Interpersonal Effectiveness** : Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Cultivate Excellence - Engagement, Integrity, Pride)
- **Forward Thinking**: Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Cultivate Excellence - Innovation, Pride)
- **Managing Performance**: Responsible for employee performance, setting clear goals and expectations, tracking progress against departmental and unit goals, providing feedback, and addressing performance issues promptly. (Cultivate Excellence - Pride)

TYPICAL DUTIES:

Percentage Job Description
Essential (E)/Marginal (M)¹

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40%	E	Manage, direct, and implement Caltrans' WC Return to Work (RTW) Program for headquarters medical only claims and all disability claims. Delegates, assigns, coordinates, and/or monitors staff work activities related to the claims intake and claims management processes to ensure timeliness and accuracy. Provides guidance on and oversight of reasonable accommodation (RA) processes for employees with temporary or permanent industrial disabilities, including appropriate documentation practices and timely conclusion of employment resolution situations. Consults with all levels of departmental staff providing guidance and direction regarding RTW and RA issues. Consults with Caltrans Legal Division staff as necessary. Participates in the CalHR Monthly Managers Meeting; shares information with staff and/or management as appropriate; modifies internal practices and/or procedures as appropriate. Review settlement authority requests from State Fund adjusters and evaluate for claim, medical, return to work, and other relevant factors to define and authorize settlement parameters, up to delegated authority level. Prepare and present written analyses and recommendations to management for approval of claim settlements in excess of delegated authority level. Provides technical interpretation to and directs staff in the application of relevant laws, rules, regulations, policies, and procedures to promote compliance in day-to-day performance of duties. Keeps management apprised of complex or escalated issues that may adversely impact Caltrans.
30%	E	Oversee, support and manage staff performance and development. Provide leadership and guidance. Encourages teamwork and facilitates team building. Ensures a commitment to quality customer service. Identifies and provides for training needs; ensures compliance with mandatory trainings. Prepares and provides probationary and/or other performance evaluations and feedback as needed. Uses other appropriate coaching tools and performance management practices as needed. Applies best practices for recruitment, hiring, and on-boarding of new staff to maintain quality staffing for delivery of program objectives. Consults with the Office Chief regarding staff performance and progressive discipline, including review of probation reports, performance appraisals and individual development plans, merit salary adjustments, counseling memorandums and requests for adverse actions or rejections on probation. Provides guidance to staff in the development of procedure manuals, forms, or other documents relating to new departmental processes; identifies and initiates revisions to existing manuals, forms, or other documents as needed. Consults with and makes recommendations to the Office Chief regarding implementation of new and/or changes to existing departmental policies and/or processes.
15%	E	Partners and consults with State Fund to develop strategies for claim management and reduction of caseload inventory with the goal of containing or reducing WC costs. Develops internal strategies and prepares recommendations to management on ways to enhance and/or improve claims management and RTW practices and control WC costs. May work with and make recommendations to staff in the Office of Employee Health and Safety for corrective action(s) to minimize repeat injuries.
10%	E	Makes recommendations on program related problems and implements solutions. Provides backup coverage for other Branch Chiefs as necessary. Serves as a secondary Person Most Qualified/Person Most Knowledgeable (PMQ/PMK) and/or subject matter expert(SME) on RTW issues, including representing Caltrans at administrative hearings, depositions, and/or trials and traveling throughout the state as required. Reviews and analyzes policy letters issued by control agencies (i.e. CalHR, SCO, etc.) and/or legislation, advises management on its impact or potential impact, and oversees implementation of departmental changes to promote compliance. Participates as a Caltrans representative on statewide committees, task forces, and continuous improvement teams as requested by management. Participates on special projects and work groups and/or assists in completing special projects as requested by management.
5%	M	Prepares, maintains and reconciles statistical data and reports related to programs. Acts as a liaison between District Liaisons, District Safety Officers, Office of Employee Health and Safety staff, State Fund, State Controller's Office, State Personnel Board, CalPERS, and/or CalHR.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

Supervises analytical staff in performing return to work and claims management practices for medical only and disability claims.

Supervises administrative staff in performing program support functions.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of the laws, rules and regulations pertaining to Workers' Compensation in California, specifically including those pertaining to the claims process and return-to-work principles. Knowledge of the laws, rules and regulations pertaining to RA and

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FMLA/CFRA, specifically including those pertaining to the interactive process, fitness for duty, medical transfer/demotion/termination, and disability retirement. Knowledge of how the Caltrans is organized and operates; the relationship between Caltrans and various control agencies (e.g. State Fund, SCO, CalHR, WCAB, etc.). Knowledge of the principles and practices in public and business administration, including personnel management, personnel record keeping, classification and pay issues, labor relations, employee supervision, development and training, Caltrans policies and procedures, and safety, health and equal opportunity objectives.

Ability to reason logically, utilize a variety of analytical techniques to resolve issues and problems. Ability to consult and advise on WC, RA or FMLA/CFRA related matters and make determinations on a case by case basis while maintaining fairness and consistency. Ability to establish and maintain cooperative working relationships with all levels of Caltrans and control agency staff. Ability to effectively interpret laws, rules, regulations, and various control agency manuals, departmental policies and procedures, and collective bargaining agreements. Ability to use computer-based word processing and spreadsheet software (e.g. Microsoft Word, Microsoft Excel, etc.) and to create and update databases. Ability to effectively utilize available resources, analyze situations accurately and take effective action. Ability to effectively communicate and present information in written and oral form.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Poor judgment in monitoring, evaluating and reporting information could affect staff's ability to effectively provide quality WC-related personnel and payroll services to internal and external customers. Poor or inaccurate recommendations and/or decisions could adversely affect Caltrans' ability to effectively assist State Fund in WC liability determinations. Poor or inaccurate recommendations and/or decisions could adversely affect Caltrans' ability to effectively pursue a course of action with labor unions, the Workers' Compensation Appeals Board, SPB, CalHR, civil courts, or other agencies. Other consequences of error may include monetary loss to Caltrans, possibly ranging from hundreds to millions of dollars.

The incumbent has access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved. The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage the office's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

The incumbent will work with all levels of Caltrans staff and management, consultants, private sector groups, and representatives of State control agencies. Must work with others in a cooperative manner and demonstrate a positive attitude.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: Ability to use computer equipment (e.g. keyboard, monitor, etc.); manual dexterity; sitting for long periods of time (may be in excess of 4-6 hours per day); move large or cumbersome manuals and/or equipment from one location to another (e.g. training materials and/or handouts); occasional bending, stooping, kneeling, pushing/pulling objects, grasping objects, standing for long periods of time, twisting the body/neck while sitting or standing. May be required to attend off-site meetings and/or travel as needed.

Mental: Ability to effectively manage workload, adapt to changes in priorities, and complete tasks or projects with short notice. Sustained mental activity will be required for problem solving, analysis, and reasoning. Must deal effectively with pressure.

Emotional: Ability to resolve emotionally charged issues reasonably and diplomatically. Must consider and respond appropriately to customer needs and individual circumstances. Must be able to develop and maintain cooperative working relationships. Must be tactful and respectful when interacting with others.

WORK ENVIRONMENT

The incumbent may telework regularly, in accordance with the terms of an approved Telework Agreement, Caltrans' evolving telework policy, and based on operational needs. Alternative work location requirements are subject to Caltrans' telework policy and/or Telework Agreement. When in the office, the incumbent will work in a climate-controlled environment under artificial light; however, there may occasional fluctuations in building temperature. Some travel may be required, which may result in exposure to dirt, noise, uneven surfaces, and/or extreme heat or cold.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)	DATE
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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE
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