

Current     Proposed

<b>Classification Title</b> Analyst III	<b>Division/Unit</b> Administrative Services/Human Resources
<b>Working Title</b> Return to Work Coordinator	<b>HQ Designation</b> CalHR Sacramento
<b>Position Number</b> 363-100-5402-XXX	<b>Date Prepared</b> 4/30/2026
<b>Name</b>	<b>Effective Date</b>

### CalHR Mission, Vision, and Values

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 Mission:** To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

**Our Vision:** Shaping California’s future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

**CalHR Core Values:** People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

### General Statement

Under the general direction of the Personnel and Medical Management Branch Chief (Supervisor II), the Analyst III serves as a subject matter expert and non-supervisory specialist in an independent capacity to administer an effective Return to Work (RTW) program for the California Department of Human Resources (CalHR) and contracted client agencies. The incumbent is responsible for providing guidance, expertise, and technical consultative services to managers, supervisors, and employees in matters relating to Workers’ Compensation (WC), Family Medical Leave Act (FMLA), the California Family Rights Act (CFRA), Pregnancy Disability Leave (PDL), Reasonable Accommodation (RA), medical leaves of absence, and the return to work of employees with medical restrictions, rehabilitation programs, and disability retirements. The Analyst III performs difficult, complex, and sensitive program activities and provides training and consultative services in accordance with all applicable laws, rules, regulations, and policies. The Analyst III also manages the department’s Telework Program and serves as the Limited Examination and Appointment Program (LEAP) Coordinator. The incumbent is responsible for developing procedures, guidelines, and resources. The Analyst III serves as the Subject Matter Expert (SME) in these programs. Duties include, but are not limited to, the following:

### Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

Percentage	(O) / (V)	Essential Job Duties
20%	OV	<p><b>Expert Consultation:</b> Serves as a consultant and subject matter expert for Return-to-Work related issues by researching and analyzing a variety of complex personnel matters and providing guidance to employees and all levels of management within CalHR and contracted client agencies. Consults with, advises managers and supervisors and recommends appropriate action or process. Provides professional consultations based on current research and known best practices. Serves on the Disability Advisory Committee as a subject matter expert. Maintains an up-to-date awareness of human resource industry trends. Builds internal and external collaborative relationships and networks through industry contacts, professional associations, educational groups, and trade groups. Efficiently achieves measurable and customer-driven results consistent with CalHR's mission, goals, and objectives.</p>
20%	OV	<p><b>Reasonable Accommodation Management:</b> Independently manages the reasonable accommodation (RA) program. Reviews, analyzes, and responds to requests for RA. Facilitates the interactive process between the employee and their supervisor. Analyzes and identifies changes or modifications to determine the recommendations for appropriate accommodations that will allow the employee to perform the essential duties of the job, as well as the business needs of CalHR. Researches and documents case history and medical substantiation. Ensures compliance with the Fair Employment and Housing Act (FEHA), the Americans with Disabilities Act (ADA) and other mandates pertaining to employees and applicants with disabilities. Implements the RA process; tracks and monitors the RA requests for timely resolution by engaging employees and supervisors in the interactive process. Maintains tracking spreadsheets to ensure RAs are addressed timely and consistently.</p>
15%	OV	<p><b>Medical Leave Management:</b> Independently manages the medical leaves program. Reviews, analyzes and responds to requests for medical leaves including but not limited to: the Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), State Disability Insurance (SDI), Paid Family Leave (PFL), Non-Industrial Disability Leave (NDI), Family Care Leave (FCL), Pregnancy Disability and Parental Leaves, and Catastrophic Leave. Develops and maintains all related correspondence. Interacts and corresponds with employees, supervisors, managers, and clinicians (when applicable) to comprehensively manage the assigned caseload. Collaborates with CalHR Human Resources Office (HRO) Transactions Unit to ensure correct leave balances and accurate pay. Maintains tracking for leave benefit entitlements and promptly notifies employees of any changes in benefits amount (e.g., exhaustion).</p>
10%	OV	<p><b>Telework Program Management:</b> Oversees the department's Telework program. Collects, reviews, and tracks Telework Agreements to ensure compliance with the statewide and departmental telework policies. Maintains the departmental telework policy and procedure. Works collaboratively with the</p>

		Transactions Unit to ensure monthly telework stipends are paid timely and accurately. Collects, analyzes, and submits telework information and data for CalHR and contracted client departments. Conducts the department's Annual Telework Review process to ensure compliance with the statewide telework policy. Conducts audits to ensure accurate data and agreements on file.
10%	OV	Worker's Compensation Management: Oversees workers' compensation program to ensure all claims are filed timely, investigated, and managed. Manages claims through the claim lifecycle. Provides complex and technical consultation to managers, supervisors, and employees about rights and benefits under workers' compensation laws. Ensures compliance with laws and policies and that regulatory timelines are met. Provides training to managers and supervisors on their roles and responsibilities under workers' compensation. Maintains tracking spreadsheets to ensure workers' compensation cases are resolved timely. Works with State Compensation Insurance Fund (SCIF) and the HRO staff to ensure WC benefits are correctly calculated and paid timely. Refers claims with suspected fraudulent activity to SCIF for further investigation. Works effectively with the leadership and Legal Division to manage legally complex and potentially high-cost claims. Ensures the proper application of the California Labor Code, relevant case law, and approved policies and procedures applicable to claims administration. Develops and promotes the use of best practices to ensure proper application of business practices consistent with the California Labor Code, and California Code of Regulations. Serves as the SME for all elements of the WC program and provides consultative services to managers and supervisors to ensure compliance with policies and procedures. Develops measures to assess the effectiveness of unit work processes. Reviews all claim files and contacts medical providers or SCIF to determine current claim status or non-activity to facilitate closure. Identifies and works with managers for opportunities for limited duty assignments. Contacts medical providers and other agencies to request or clarify medical documentation to assist the department in making employment decisions. Assists in formulating recommendations to management on requests for fitness for duty. Coordinates and assists with the defense of high-cost and/or complex claims.
10%	OV	Policies and Procedures: Oversees the development and revision of procedures. Ensures procedures accurately reflect existing or best practices and comply with appropriate guidance documents. Ensures procedures are clear, concise, and accurate. Works closely with supervisors and managers within the department concerning operational needs regarding the development and administration of procedures impacting the administration of WC, RA, RTW, and FMLA cases. Evaluates the effectiveness of revised procedures and recommends improvements to operations. Works with the HRO management to establish appropriate protocols for implementing policies and procedures. Makes recommendations to the Branch Chief and Chief People Officer on policies and develops procedures, guidelines, and resources related to Return-to-Work unit procedures to ensure consistency. Researches existing and changing laws, rules, and regulations and develops, proposes, and implements strategies to improve organizational performance,

		maximize best practices, and increase the department's effectiveness. Analyzes new or updated laws, rules, regulations, and statewide policies applicable to human resources and drafts appropriate correspondence, procedures, and/or internal policies to recommend to the Chief People Officer. Drafts communications to address new guidance on RTW topics for management review. Identifies operational efficiencies, conducts research, and provides recommendations on process improvement to ensure human resources processes are lean, efficient, and effective. Develops and maintains personnel desk manuals, job guides, and other related administrative manuals. Conducts internal reviews and audits to ensure compliance with laws, rules, and regulations.
5%	OV	Limited Examination & Appointment Program (LEAP) Coordinator: Oversees the LEAP program and tracks progress during the Job Examination Period (JEP). Ensures accurate tracking and timely communication with supervisors. Works with the HRO Classification & Hiring and Transactions Unit to appoint candidate upon successful completion of the JEP. Prepares documents, resources, and communications. Develops and updates processes and procedures related to LEAP as necessary.
5%	OV	Training: Develops and conducts formal and informal training on Return to Work matters in person and remotely for managers, supervisors, and employees to communicate rights, responsibilities, and internal processing procedures for FMLA/CFRA, parental leaves, WC, RA, and other leave of absence-related topics. Designs, develops, implements, and evaluates training plans and provides assessments for supervisors and managers. Identifies training deficiencies based on projected business needs and utilizes both formal and informal methods (e.g., interviews, surveys, course evaluations, etc.) to develop and administer training curricula, including applicable laws, rules, regulations, and policies. Administers training and follows training evaluation best practices to continuously improve instruction. Develops and publishes reference documents for departmental employees.
<b>Percentage</b>	<b>(O) / (V)</b>	<b>Marginal Job Duties</b>
5%	OV	Performs other duties as required and consistent with department needs in alignment with the Analyst III class specifications. Attends statewide meetings and forums for human resources professionals, including RA Roundtable, Statewide Disability Advisory Council etc.. Participates in activities that contribute to professional growth and development.

## Supervision Received

The Analyst III reports to and receives the majority of assignments from the Personnel and Medical Management Branch Chief (Supervisor II); however, instruction and assignments may also come from the Chief People Officer (Manager II) or the Chief of the Administrative Services Division (Career Executive Assignment).

## Supervision Exercised

None.

## Special Requirements

This position has a Conflict-of-Interest designation and requires disclosure of economic interests (Form 700).

CalHR employees are expected to model and support CalHR Core Values.

## Desirable Qualifications

- Expert experience in and knowledge of human resources laws, rules, regulations, and policies pertaining to administering reasonable accommodation, workers' compensation, FMLA/NDI/SDI, and/or medical leave of absence programs from the initial request to maintenance and/or closure.
- Exceptional customer service experience and customer-centric approach with the ability to remain flexible and adapt to rapid changes in priorities and work assignments while maintaining a high degree of accuracy.
- Experience providing training to supervisors and managers and/or creating training materials.
- Experience implementing and/or maintaining tracking processes and using data to make informed decisions.
- Ability to interpret and apply the laws, rules, regulations, best practices, policies, and procedures.
- Ability to think critically, research, analyze complex information, interpret data, apply laws, rules, practices, and principles to personnel management and human resources, make recommendations, and develop effective action and implementation plans.
- Effective communication, business acumen, decision-making, and problem-solving skills are essential for this position.
- Ability to gain the confidence and support of executive staff and advise them on critical human resources matters.
- Ability to demonstrate strong leadership and model core values such as fostering a people-focused department, leadership, accountability, Diversity, Equity, Inclusion, and Access (DEIA), integrity, and transparency.
- Strong written and verbal communication skills and the ability to clearly present complex and accurate information from thorough and complete analyses and develop and present information to small and large groups.
- Ability to collaborate effectively with internal and external stakeholders, staff, and clients.
- Ability to adapt, be flexible, and thrive in an environment that manages multiple priorities simultaneously.
- Ability to exercise discretion and good judgment and maintain confidentiality, sensitive information, and documentation.
- Experience in process improvement initiatives, including identifying opportunities for organizational improvement and successfully leading and implementing change.

## Working Conditions

The duties of this position are performed indoors at the 1515 "S" Street building. The employees' workstation is equipped with standard or ergonomic office equipment, as appropriate.

To promote collaboration, team cohesion, and employee development, CalHR operates on a hybrid schedule in accordance with both Statewide and CalHR's Telework Policies.

## Attendance

Employees must maintain regular and acceptable attendance, as determined solely by the Department. They must be regularly available on-site or virtually and willing to work the hours deemed necessary or desirable to meet the Department's business needs.

## Employee Acknowledgement

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (RA).** \* (If you believe an RA is necessary, discuss your concerns with the hiring supervisor. If unsure of the need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the RA Coordinator.)

\*An RA 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.

<b>Employee Signature</b>	<b>Employee Name</b>	<b>Date</b>

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

<b>Supervisor Signature</b>	<b>Supervisor Name</b>	<b>Date</b>