



## DUTY STATEMENT

EMPLOYEE VACANT		RPA # / JOB CONTROL # 26-084 / JC-519782	
POSITION NUMBER 040-125-5393-904	CLASSIFICATION Analyst II	WORKING TITLE Appeals Analyst	
DIVISION Legal, Appeals, and Probate	SECTION/UNIT Appeals Unit	CBID R01	WWG 2
WORK DAYS Monday – Friday	WORK HOURS Supervisor Discretion	TENURE Limited Term	TIME BASE Full-time

### CONFLICT OF INTEREST CLASSIFICATION

This position is designated under the Conflict-of-Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

Conflict of Interest Classification?     Yes     No

### DEPARTMENT OVERVIEW

The California Victim Compensation Board (CalVCB) is a state program dedicated to provide financial assistance to victims of crime and help them restore their lives. At CalVCB, we work to reduce the impact of crime on victims' lives. We reimburse crime-related expenses, connect victims with services and support, and do all we can to inform and empower victims.

**Our Mission:** CalVCB is a trusted partner in providing restorative financial assistance to victims of crime.

**Our Vision:** CalVCB helps victims of crime restore their lives.

### EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties of this position and certify I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above 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 Office of Civil Rights).

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
-------------------------	----------------------	------

### SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents a current and accurate description of the essential job functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
---------------------------	------------------------	------

**DUTY STATEMENT**

(REV. 04/22)

RPA 26-084

**GENERAL STATEMENT**

Under the direction of the Attorney Supervisor and Supervisor I, the Analyst II performs a variety of analytical work related to the appeals process for CalVCB.

<b>PERCENTAGE OF TIME SPENT</b>	<b>DUTIES</b>
<p>% 45%</p>	<p><b><u>ESSENTIAL JOB FUNCTIONS</u></b> The performance of duties will be accomplished in accordance with CalVCB policies and in compliance with the established rules and standards governing the program. Candidates must have the ability to perform the following essential functions with or without reasonable accommodations.</p> <p>Reviews appeals filed by applicants and/or their representatives on claims and bills that have been recommended for denial by program staff. Reviews reports and evaluations prepared by CalVCB's staff in various sections. Contacts applicant, victim's representative, and/or law enforcement agencies to request necessary information for the appeal. Reviews and verifies new information and determines its relevance to the specific issues under appeal. Evaluates each appeal on a case-by-case basis, applying the appropriate statutes and regulations, to determine the appropriate resolution.</p> <p>If the issues on appeal are overcome, incumbent provides a precise and concisely written staff recommendation requesting program staff to re-process the claim. If the issues on appeal cannot be overcome, incumbent prepares a letter for applicants explaining why the appeal cannot be allowed and cites the appropriate statutory and regulatory authority. These letters are reviewed and finalized by staff attorneys.</p> <p>Processes and completes "other" appeals including duplicate and invalid appeals. Responds to applicant inquiries regarding the status of the appeal. Frequently required to manage difficult or sensitive conversations with tact and professionalism.</p>
<p>30%</p>	<p>Reviews and analyzes requests for reconsideration submitted following the denial of a claim and/or bill. Examines each request for reconsideration to ensure that it meets the statutory and regulatory requirements, including reviewing new and additional evidence that was not reasonably available at the time of the original decision.</p> <p>Prepares an analysis and factual summary of the request for the pertinent issues, the applicable rules and regulations, and a recommended action for resolution to be presented to the Board at the monthly Board meeting.</p>
<p>10%</p>	<p>Reviews decisions made by the Board at its monthly Board meetings. Creates electronic notes and correspondence that summarizes the Board's decision. Prepares a written summary of directions and actions to be taken by CalVCB staff based on the Board's decision. Contacts and obtains IT support if an applicant's</p>

**DUTY STATEMENT**

(REV. 04/22)

**RPA 26-084**

10%	<p>electronic file and status must be changed in order to reflect the Board's decision. Closes appeal and reconsideration work items when final action has been taken.</p> <p>Reviews appeal overpayments filed by applicants, providers and attorneys. Thoroughly reviews previous staff work, analyzes new information, and determines if the overpayment is valid and/or should be scheduled for a hearing with a Hearing Officer. The appeals analyst monitors and tracks overpayments upheld by the Board for the period the applicant is allowed to file a Request for Reconsideration and/or the filing for a Writ of Mandate with a California State Court. Notifies the appropriate Accounting Unit staff of the overpayment and when the overpayment is expected to be pursued.</p> <p>Interacts with applicants, their representatives, and Joint Powers county teams before and after adjudication of the appeals or requests for reconsideration to elicit pertinent information and resolve conflicting data.</p> <p>Represents the Appeals Unit on various internal and external task forces and/or committees which are developed to review CalVCB policies and procedures affecting CalVCB in general and, most specifically, the appeal and reconsideration processes. Represents the Appeals Section at various meetings including issue and policy meetings.</p> <p>Gathers and interprets statistical data about appeals and reconsiderations.</p>
%	<b><u>MARGINAL JOB FUNCTIONS</u></b>
5%	Assists with other matters falling within general analytical duties in the Appeals and Legal Division as required.

**DESIRABLE QUALIFICATIONS**

- Effectively operate a computer using the following software programs: Microsoft Word, Excel, Outlook, and Access.
- Ability to develop statistical data and evaluate results.
- Ability to apply and interpret policies, regulations, and laws.
- Ability to take and follow verbal or written direction from supervisors/managers.
- General knowledge of the VCD program to be able to establish program goals/objectives, identify/resolve program issues, etc.
- General knowledge of the formal and informal aspects of the legislative process in order to analyze proposed legislation impacting the department.
- General knowledge of the department's mission, goals and policies to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit and/or division.
- General knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship with our clients.

**PERSONAL CHARACTERISTICS AND EXPECTATIONS**

- Demonstrated ability to act independently with open-mindedness, flexibility, tact, and good judgement.
- Ability to effectively handle stress and deadlines in a fast-paced work environment.

**DUTY STATEMENT**

(REV. 04/22)

**RPA 26-084**

- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
- Understand, follow and enforce all safety rules and procedures.
- Be supportive of management and coworkers.
- Maintain the confidence and cooperation of others.
- Ensure deadlines are met.
- Manage multiple and changing priorities.
- Maintain acceptable, consistent, and regular attendance.
- Develop and maintain knowledge and skill related to the job.
- Complete assignments in a timely and efficient manner.

**PHYSICAL ABILITIES**

- Typical work requires prolonged sitting using a computer and telephone.
- Common eye, hand, and finger dexterity is required for most essential functions.
- Grasping and making repetitive hand movements in the performance of daily duties.
- Some carrying/moving of objects up to 30 pounds.