

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Analyst II		WORKING TITLE Return to Work Coordinator		
PROGRAM NAME Office of Administrative Services			UNIT NAME Medical Management Unit	
ASSIGNED SPECIFIC LOCATION Sacramento			POSITION NUMBER 400 – 107-5393-XXX	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direction of the Supervisor I, the Analyst II serves as a Return to Work Coordinator (RTWC) in the Medical Management Unit (MMU) and the backup for the Health and Wellness (H&W) Coordinator for the Department of Industrial Relations (DIR). The incumbent interprets and advises management on laws and regulations relating to workers' compensation, Family Medical Leave Act (FMLA) and reasonable accommodation; provides consultation to staff; serves as a liaison between the Department, employees, State Compensation Insurance Fund (SCIF) adjusters, doctors, and attorneys; facilitates complex litigated workers' compensation and reasonable accommodation cases; assists in the development and delivery of training related to workers' compensation and reasonable accommodation and FMLA requests; compiles and analyzes accident and injury statistics; reviews settlement stipulations with Office of the Director Legal Unit; provides settlement recommendations to the Office of the Director Legal Unit (ODL), and SCIF. Duties include, but are not limited to:

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
30%	Workers Compensation Administration: Independently manages, reviews, investigates, and processes all aspects of all workers' compensation claims for injuries and illnesses filed by DIR employees. Ensures all required documents for new claims are completed and forwarded to SCIF and ODL, as necessary, by following up with the supervisor, employee, and SCIF. Establishes and maintains contact with physician offices to seek clarification regarding injured worker medical restrictions and accommodation needs. Discusses claim settlements with SCIF adjusters, attorneys, and the DIR Human Resources (HR) transactions manager, and closes out all aspects of the claim. Consults with Labor Relations and Performance Management on a monthly basis regarding overlapping cases. Obtains settlement authority directly from ODL. Reviews all claim files and contacts medical facilities or SCIF to determine current claim status or non-activity to facilitate closure. Identifies and works with managers for opportunities to assign staff with a medical limitation/restriction to a limited duty position. Contacts medical facilities and other agencies to request/clarify medical documentation to assist DIR in making employment decisions. Assists in formulating recommendations to management regarding fitness for duty requests.

DUTY STATEMENT



30%	Reasonable Accommodation Administration: Manages, reviews, and processes all aspects of complex reasonable accommodations requests while adhering to the Americans with Disabilities Act (ADA) rules and regulations. Facilitates comprehensive ergonomic evaluations as a reasonable accommodation. Maintains contact with the employee, supervisor, Division leadership, ergonomic contractors, and the DIR Facilities Unit to ensure equipment is purchased and installed timely. Ensures all required documentation for reasonable accommodation requests are complete and contain substantial medically necessary documentation. Establishes and maintains contact with the requesting employee, their management, DIR executive leadership, and OD Legal. Identifies and works with managers for opportunities to provide accommodative options for employees, while looking for reasonable solutions that allow the performance of all essential functions. Consults with Labor Relations and Performance management on a monthly basis regarding overlapping cases.
15%	Family Medical Leave Act Coordination: Serves as the FMLA subject matter expert. Processes and tracks incoming FMLA requests from employees as well as facilitates the calculation and eligibility for all FMLA requests. Coordinates and communicates with employees, supervisors and levels of management for all non-industrial related leave requests.
10%	Health and Wellness Coordination: Serves as an assistant to the DIR H&W Coordinator in the H&W Unit. Communicating procedures to employees through regularly scheduled meetings, no less than quarterly, and posting information to the DIR intranet, creating a safe and healthy work environment. Effectively communicate objectives with developing, implementing, promoting, and evaluating the Infectious Disease Prevention Program. Oversees compliance with current State and Departmental infectious disease prevention policies and best practices. Reviews and evaluates accident reports that may involve workers' compensation claims regarding infectious disease incidents. Implements and administers Departmental tracking of all industrial-related injuries and exposures. Maintains accurate records such as meeting minutes, wellness issues, recommendations for correcting hazards, and action items. Maintains accurate records and supporting documentation in accordance with DIR records retention schedules. Communicates through email, monthly newsletters, and DIR intranet, providing clear goals and objectives to employees, managers, supervisors, and executive staff. Conducts biannual surveys through email or survey programs, such as SurveyMonkey or other Departmental survey programs, to evaluate the personal wellness interests to meet the needs of the employee. Assists the DIR H&W Coordinators with establishing a wellness committee to build and sustain a wellness culture within the organization by contacting interested DIR members, tracking attendance, answering wellness concerns, and communicating to the H&W Coordinator. Communicates the short and long-term goals of the program to management. Helps promotes a program highlighting work-life balance, employee well-being, increased productivity, and positive motivation. Determines types of programs that may be beneficial to the Department and makes recommendations to management and executive staff. Maintains accurate wellness-related schedules, records, and reports required to evaluate the success of the program. Evaluates and analyzes the effectiveness of the program by measuring employee participation and program completion rates.

DUTY STATEMENT



10%	Training: Assists and regularly leads in the planning, organizing, and conducting of workers' compensation, reasonable accommodation, and return-to-work training for managers and employees; ensures all training complies with workers' compensation laws, rules and regulations, ADA compliance, and DIR policies and procedures by reviewing with the SSM I and peers within the MMU. Provides training in a variety of formats, including in-person and webinars, in large and small groups settings, as necessary. Develops presentations using a variety of media, including PowerPoint and Microsoft Word, and ensures presentations are clear, concise, and audience appropriate. Provides and distributes material in support of the training presentation to all participants. Posts ADA accessible training to DIR HR intranet, adhering to all DIR and ADA rules and regulations. Assists in all aspects of training logistics, including securing rooms and appropriate accommodations, developing and disseminating announcements, confirming attendance, and distributing training certificates.
Percentage of Time Spent	Marginal Job Functions
5%	Assists and performs on special projects, as needed. Schedules bi-monthly staff meetings, SCIF quarterly meetings/training, and H&W meetings/training via Outlook, Microsoft Teams, and Zoom. Adheres to all Departmental record retention policies and performs other duties as operationally required.

Conduct, Attendance, and Performance Expectations

Performs administrative duties, including, but not limited to adhering to Department policies, rules, and procedures; submitting all administrative requests, including leave, overtime, travel, and training, in a timely and appropriate manner; accurately reporting time and submitting time sheets by the due date.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (both orally and in writing) and with tact in dealing with employees, supervisors, managers, executive staff, and representatives from SCIF. Develops and maintains knowledge and skills related to specific tasks, methodologies, materials, and equipment; completes assignments in a timely and efficient manner; adheres to Departmental policies and procedures.

All DIR employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work-related activities, and anytime they represent the Department. Additionally, all DIR employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation. The incumbent handles a large quantity of personal and sensitive information and is expected to maintain the confidentiality of this information at all times.

Supervision Received

The incumbent reports directly to, and receives the majority of assignments from, the Supervisor I of the MMU. The incumbent may also receive assignments from the Supervisor II, Manager I or II, and the Chief of the Human Resources.

Supervision Exercised

DUTY STATEMENT



None.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent works in a high-rise, air conditioned, cubicle setting with natural and artificial lighting in close proximity to others. Some travel may be required to attend training and meetings.

Special Requirements/Other Information

N/A

Physical Abilities

The incumbent will work 40 hours per week. The incumbent will be required to use office equipment including, but not limited to, a personal computer, telephone, and multi-function copy machine. Being in a stationary position for long periods of time.

Additional Requirements/Expectations

Failure to effectively perform the duties of the position could result in incorrect or incomplete information dissemination to management and staff and the inability of the Department to meet its goals and objectives. Failure to comply with laws, rules, and regulations could result in improper personnel practices that could result in legal action against the Department.

Personal Contacts

The incumbent has routine contact with all levels of Departmental personnel, including employees filing claims, managers and supervisors, and executives. In addition, the incumbent interacts with representatives from SCIF, SCIF attorneys, physicians, and other medical providers. The incumbent will establish and maintain contact with physician offices to seek clarification regarding injured worker medical restrictions and accommodation needs.

Employee Acknowledgment

I have read and understand the duties listed above and certify that 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 these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

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

DUTY STATEMENT



Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

JV

C&S Analyst Initials

2/3/2026

Approval Date