

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	Position Control Approval: DF	Date: 1/2/2026
Employee Name	Division Hospital Administration		
Position No / Agency-Unit-Class-Serial 455-543-1139-002	Unit Human Resources		
Class Title Office Technician (T) – Return to Work Office	Location Atascadero State Hospital		
Subject to Conflict of Interest ☐ Yes ☒ No	CBID R04	Work Week Group 2	Class Ranges
MAJOR TASKS, DUTIES, AND RESPONSIBILITIES Performs a variety of general office work supporting the pre-employment medical process as well as the limited duty and return to work program. Coordinates pre-employment medical clearances, pre-employment substance abuse testing and Employee Health Tuberculosis and Vaccination Program. Reviews medical substantiation and processes return-to-work clearance requests. Assists Return to Work Coordinators with claim intake tasks. Performs duties with the expectation to consistently exercise a high degree of initiative, independence, and confidentiality.			
25%	Assist with monitoring and tracking pre-employment medical examinations and pre-employment substance abuse testing for applicants. Review Duty Statements, Job Duty Analysis, State Personnel Board Specifications, Special Orders, and other relevant laws, rules, and policies to determine appropriate pre-employment medical examination requirements for DSH-A applicants. Ensure contracted medical provider has all required forms and examination material required for each applicant. Provide detailed written instructions for applicants on pre-employment process, including specialized instructions for out-of-area examinations. Enter and track information in the pre-employment log. Monitor timeframes, follow up with applicants and contracted medical provider regarding delays. Maintain confidentiality regarding medical examination and substance abuse test results. Review components of the completed pre-employment medical examinations to ensure all documents are complete and submitted by medical provider. Gather information from various resources including Workers' Compensation Claims Management System (WCCMS), Electronic Adjudication Management System (EAMS) of California, and prior health files to verify accurate completion of the Health Questionnaire (DSH 3252). Send notification of completed medical examination to appropriate Personnel, enter and track this information on the pre-employment log, and maintain completed pre-employment employee health file.		
25%	Implement the return to work program for non-industrial injuries and illnesses. Advise and assist employees and department managers on the return to work clearance process. Review medical documentation for adherence to policy requirements.		

	Coordinate placement of limited duty employees, including canvassing for alternate assignment availability. Process all non-industrial return to work clearances. Monitor and track limited duty usage and keep supervisors informed of available limited duty balances. Maintain alternate assignment tracking spreadsheet.
20%	Assist with the Workers' Compensation claim intake process. Confer with injured employees in person and by phone to gather claim information. Ensure claim intake forms are received and properly completed; distribute copies to the employee. Create digital claim files in SharePoint and complete claim intake overview form, gathering additional information as needed from the HR database and other resources. Process initial treatment authorizations to the selected primary treating physician. Draft and send new claim information letters, prepare benefit letters for approval by the Executive Director. Assist Return to Work Coordinators with additional functions as needed. Digitize older paper files and organize digital folders in adherence to protocol.
20%	Receive a heavy volume of walk-in and telephone inquiries. Provide information to applicants and employees for annual health reviews, return to work clearances, vaccinations, pre-employment medical examination process, new employee sign-ups, and other Return to Work functions. Open and distribute incoming mail and deliver outgoing mail to appropriate location. Assess situations and refer people to appropriate Return to Work Staff, and other departments or agencies as needed. Copy and prepare various forms for the Employee Health Nurse, Pre-Employment Coordinator and Return to Work Coordinators. Maintain office supply inventory and order office supplies as needed.
10%	Pull and prepare Employee Health Files for annual health reviews and vaccinations. Audit Employee Health Files based on policy requirements and departmental needs. Mail out employee Annual Health Review Notices. Provide employees with a copy of the Notice of Privacy Practices and ensure employees sign an acknowledgment of receipt. Assist Employee Health Nurse with other functions as needed.
Other Information	Supervision Received: Supervisor I Supervision Exercised: None KNOWLEDGE AND ABILITIES: KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training. ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and

written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

REQUIRED COMPETENCIES

ANNUAL HEALTH REVIEW

All employees are required to have an annual health review and TB test or whatever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety vigilance in the identification of safety or security hazards.

CPR

Maintain current certification as indicated by local facility.

THERAPEUTIC STRATEGIES AND INTERVENTIONS

Applies and demonstrates knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI).

DIVERSITY, EQUITY, AND INCLUSION

Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintain and safeguard the privacy and security of patient's protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPPA and all other applicable privacy laws.

THERAPEUTIC RELATIONSHIPS / RELATIONSHIP SECURITY

Demonstrate professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

SITE SPECIFIC COMPETENCIES

Physical Requirements of Position

OT, Typing (1139)**HR/RTW**

Activity	Never/Rarely < 5 min.	Infrequently 5-30 min.	Occasionally 31 min.-2.5 hrs.	Frequently 2.5-5.0 hrs.	Constantly > 5 hrs.	Comments
Interacting/communicating: Face-to-face with public			X			
By phone with public			X			
With inmates, patients, or clients	X					
With co-workers				X		
Supervising staff	X					
Lifting/Carrying						
0 - 10 lbs.			X			
11 - 25 lbs.		X				
26 - 50 lbs.	X					
51 - 75 lbs.	X					
76 - 100 lbs.	X					
100 + lbs.	X					
Sitting					X	
Standing			X			
Walking		X				
Running	X					
Crawling	X					
Kneeling	X					
Climbing	X					
Squatting	X					
Bending (neck)			X			
Bending (waist)		X				
Twisting (neck)			X			
Twisting (waist)		X				
Reaching (above shoulder)		X				
Reaching (below shoulder)		X				
Pushing & Pulling		X				
Power Grasping		X				
Handling (holding, light grasping)			X			
Fine fingering (pinching, picking)		X				
Computer use (keyboard, mouse)				X		
Walking on uneven ground		X				
Driving	X					
Operating hazardous machinery	X					
Exposure to excessive noise	X					
Exposure to extreme temp.	X					
Exposure to dust, gas, fumes, or chemicals	X					
Working at heights	X					