

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Workers' Compensation Consultant		WORKING TITLE Information & Assistance Officer		
PROGRAM NAME Division of Workers' Compensation			UNIT NAME I&A	
ASSIGNED SPECIFIC LOCATION Marina del Rey			POSITION NUMBER 400 – 771-9210-094	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the general direction of the Presiding Workers' Compensation Judge and the Supervising Workers' Compensation Consultant, the Workers' Compensation Consultant (WCC) assists parties, whether or not represented by counsel, by providing the general public information concerning workers' compensation benefits and procedures. The WCC performs the following duties:

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>
45	Reviews workers' compensation claims information submitted by injured workers, insurance companies, self-insured employers or other employers to assist them in the resolution of disputes regarding the amount and type of benefits payable and settlement offers to determine whether the parties are fulfilling their obligations and responsibilities under the workers' compensation law and regulations; makes recommendations to the Workers' Compensation Judge regarding the adequacy of settlement offers; assists non-represented injured workers and employers at hearings while maintaining neutrality; responds to inquiries from the public regarding the proper application of workers' compensation laws, rules, policies and procedures, face-to-face interaction in the office, by telephone, and through written correspondence..
35	Upon request by injured workers, assists in the prompt resolution of misunderstandings, disputes and controversies arising out of claims for compensation, without formal proceedings, in order that full and timely compensation benefits shall be furnished. Serves copies of Notices, Orders and Awards on appropriate parties and scanning documents into the Electronic Adjudication Management System (EAMS) to inform parties as to the status of the case.
15	Holds monthly injured worker workshops in describing the workers' compensation benefit delivery system and upon request and approval deliver public presentations/outreach. Serves as a liaison with persons located in the geographic area of the district office; assists in the development of other training programs. Researches, analyzes and creates workers' compensation fact sheets and guides. Keeps monthly statistics of work performed.

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Percentage of Time Spent	Marginal Job Functions
5	Performs other duties as assigned to fulfill operational needs of I&A Unit and the WCAB offices. This includes but is not limited to, assisting the Call Center to respond to phone calls, participates in the DWC Educational Conference and a variety of special projects. Provides on-site back up coverage at other district I&A offices when there is a temporary staffing shortage.

Conduct, Attendance, and Performance Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee you are responsible for arriving at and leaving work at the times agreed upon by your supervisor, including returning on time after lunch and break periods. You are expected to behave courteously and responsibly at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to discuss your job performance and career development.

Supervision Received

The Workers' Compensation Consultant reports directly to and receives the majority of assignments from the Supervising Workers' Compensation Consultant; however, direction and assignments may also come from the Presiding Workers' Compensation Judge.

Supervision Exercised

N/A

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

Work Environment

Works in a cubicle environment in an office setting with artificial light and temperature control. Is required to work on a computer for email communication, case research and preparing correspondence. Also required to use telephone, copier and scanners. Works with documents containing confidential information and is expected to maintain confidentiality at all times.

Special Requirements/Other Information

Must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels both within and outside DIR and DWC to complete work assignments. Must be able to listen and communicate effectively and independently make decisions. Must be able to use Internet, email, and EAMS. Will engage in personal interactions in a professional manner whether in person, in writing, by

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telephone or video.

Physical Abilities

The ability to use a computer, telephone, and other office equipment such as copies and scanners is necessary. The position requires the ability for prolonged sitting and to work at a computer for extended periods of time and to move and transport office items in a safe manner. Some travel may be required to other district offices as well as to attend meetings and/or training.

Additional Requirements/Expectations

Must be able to maintain appropriate confidentiality at all times. The incumbent must have the ability to follow the policies and procedures of DIR and DWC, work with staff at all levels and be dependable.

Personal Contacts

Will have contact with staff at all levels within DIR and DWC as well as external stakeholders in the Workers Compensation Community which includes but is not limited to injured workers, employers, lien claimant and attorneys.

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.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date