

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Supervisor I	OFFICE/BRANCH/SECTION Workers' Compensation & RA/FMLA- Return to Work Branch	
WORKING TITLE Return to Work Branch Chief	POSITION NUMBER 702-015-4800-xxx	REVISION DATE 02/04/2026

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the general direction of the Supervisor II, the Supervisor I provides leadership in a collaborative team environment, leading a group of technical analysts and administrative support staff. This position is responsible for overseeing a broad range of functions related to the Caltrans Workers' Compensation (WC) Return to Work (RTW) Program. Additionally, the Supervisor I oversees compliance with federal and state laws governing reasonable accommodation and family leave for injured employees. The role emphasizes fostering strong team structures, promoting collaboration and innovation, and cultivating positive, professional relationships to support program success.

CORE COMPETENCIES:

As a Supervisor I, the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- Change Leadership:** Develops new and innovative approaches needed to improve effectiveness and efficiency of work products. Encourages others to value change. Considers impact and recommends changes. (Safety, Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First)
- Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety, Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First)
- Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Safety, Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First)
- Problem-solving and Decision-making :** Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Safety, Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First)
- Teamwork and Collaboration:** Sets team structure. Organizes, leads, and facilitates team activities. Promotes team cooperation and encourages participation. Capable of cross functionality and working well with others on a team to achieve personal goals, team goals, and organizational goals. Takes responsibility for individual actions in order to achieve consistent results. (Safety, Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First)
- Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety, Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First)
- Communication:** Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Safety, Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First)
- Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Safety, Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity)
- Managing Performance:** Responsible for employee performance, setting clear goals and expectations, tracking progress against departmental and unit goals, providing feedback, and addressing performance issues promptly. (Safety, Equity, Climate Action - Collaboration, Equity, Innovation, Integrity, People First)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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30%	E	LEADERSHIP & STAFF DEVELOPMENT Oversee and manage staff performance and development by providing leadership, guidance, and fostering a collaborative team environment that encourages teamwork and quality customer service. Identify training needs, tracks compliance with mandatory training, and deliver coaching and performance evaluations, including probationary reports and feedback. Apply best practices in recruitment, hiring, and onboarding to maintain a high performing workforce. Consult with the Office Chief on staff performance matters, including progressive discipline, probation reports, performance appraisals, individual development plans, merit salary adjustments, counseling memorandums, and adverse action requests.
35%	E	STRATEGIC PROGRAM OVERSIGHT & PROCESS IMPROVEMENT Manage and direct the implementation of Caltrans' WC RTW Program for all claims. Delegates, assigns, coordinates, and monitors staff activities related to claims intake and management to for accuracy and timeliness. Provides guidance and oversight of reasonable accommodation (RA) processes for employees with temporary or permanent industrial disabilities, maintaining proper documentation and timely resolution of employment matters. Provide direction to staff in developing and revising procedure manuals, forms, and documentation to support new or updated departmental processes, and make recommendations to the Office Chief regarding policy changes. Reviews recommendations to management for improving claims handling and RTW practices, and collaborate with the Office of Employee Health and Safety to identify corrective actions that minimize repeat injuries. Consult with departmental staff at all levels on RTW and RA issues and coordinate with Caltrans Legal Division as needed. Participate in CalHR Monthly Managers Meetings; disseminate information to staff and management; and update internal practices and procedures as appropriate. Interpret and apply laws, rules, regulations, policies, and procedures; provide technical direction to staff to maintain compliance. Keep management informed of complex or escalated issues that may impact Caltrans operations. Review and analyze policy letters from control agencies (e.g., CalHR, SCO) and legislative changes, advising management on potential impacts and overseeing implementation of departmental changes to maintain compliance. Participate as a Caltrans representative on statewide committees, task forces, and continuous improvement teams, as well as special projects and work groups at the request of management. Act as a liaison between District Liaisons, District Safety Officers, the Office of Employee Health and Safety, State Fund, State Controller's Office, State Personnel Board, CalPERS, and CalHR to promote effective communication and coordination.
30%	E	STRATEGIC CLAIMS MANAGEMENT Partner with State Fund to develop strategies for effective claims management and reducing caseload inventory to control WC costs. Review settlement authority requests from State Fund adjusters, evaluate claims and related factors, and authorize settlements within delegated authority. Prepare written analyses and recommendations for settlements exceeding delegated authority for management approval. Design internal strategies and prepares recommendations for management to enhance claims handling and improve RTW practices, ensuring efficiency and cost control. Act as back up to Major Claims Operations (MCO) Coordinator & Training Specialist. Provide expert recommendations on program related issues and implement effective solutions to create operational efficiency. Prepare, maintain, analyze, and reconcile statistical data and reports related to program operations.
5%	M	OFFICE SUPPORT & LEGAL REPRESENTATION Serve as backup coverage for other Branch Chiefs as needed and act as a secondary Person Most Qualified/Person Most Knowledgeable (PMQ/PMK) and subject matter expert (SME) on RTW issues. Represent Caltrans at administrative hearings, depositions, and trials, traveling statewide as required.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS
Supervises analytical staff in performing RTW and claims management practices for WC claims. Supervises administrative staff in performing program support functions.

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KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of the laws, rules and regulations pertaining to WC in California, specifically including those pertaining to the claims process and RTW principles. Knowledge of the laws, rules and regulations pertaining to RA and FMLA/CFRA, specifically including those pertaining to the interactive process, fitness for duty, medical transfer/demotion/ termination, and disability retirement. Knowledge of how the Caltrans is organized and operates; the relationship between Caltrans and various control agencies (e.g. State Fund, SCO, CalHR, WCAB, etc.). Knowledge of the principles and practices in public and business administration, including personnel management, personnel record keeping, classification and pay issues, labor relations, employee supervision, development and training, Caltrans policies and procedures, and safety, health and equal opportunity objectives.

Ability to reason logically, utilize a variety of analytical techniques to resolve issues and problems. Ability to consult and advise on WC, RA or FMLA/CFRA related matters and make determinations on a case by case basis while maintaining fairness and consistency. Ability to establish and maintain cooperative working relationships with all levels of Caltrans and control agency staff. Ability to effectively interpret laws, rules, regulations, and various control agency manuals, departmental policies and procedures, and collective bargaining agreements. Ability to use computer-based word processing and spreadsheet software (e.g. Microsoft Word, Microsoft Excel, etc.) and to create and update databases. Ability to effectively utilize available resources, analyze situations accurately and take effective action. Ability to effectively communicate and present information in written and oral form.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Poor judgment in monitoring, evaluating and reporting information could affect staffs ability to effectively provide quality WC related personnel and payroll services to internal and external customers. Poor or inaccurate recommendations and/or decisions could adversely affect Caltrans' ability to effectively assist State Fund in WC liability determinations. Poor or inaccurate recommendations and/or decisions could adversely affect Caltrans' ability to effectively pursue a course of action with labor unions, the Workers' Compensation Appeals Board, SPB, CalHR, civil courts, or other agencies. Other consequences of error may include monetary loss to Caltrans, possibly ranging from hundreds to millions of dollars.

The incumbent has access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved. The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage the office's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

The incumbent will work with all levels of Caltrans staff and management, consultants, private sector groups, and representatives of State control agencies. Must work with others in a cooperative manner and demonstrate a positive attitude.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: Ability to use computer equipment (e.g. keyboard, monitor, etc.); manual dexterity; sitting for long periods of time (may be in excess of 4-6 hours per day); move boxes of files; occasional bending, stooping, kneeling, pushing/pulling objects, grasping objects, standing for long periods of time, twisting the body/neck while sitting or standing. May be required to attend off-site meetings and/or travel as needed. May be required to perform trainings.

Mental: Ability to effectively manage workload, adapt to changes in priorities, and complete tasks or projects with short notice. Sustained mental activity will be required for problem solving, analysis, and reasoning. Must deal effectively with pressure.

Emotional: Ability to resolve emotionally charged issues reasonably and diplomatically. Must consider and respond appropriately to customer needs and individual circumstances. Must be able to develop and maintain cooperative working relationships. Must be tactful and respectful when interacting with others.

WORK ENVIRONMENT

The incumbent may be eligible to telework in accordance with Caltrans' statewide Hybrid Telework Program, and based on operational needs. Alternative work location requirements are subject to Caltrans' telework policy and/or Telework Agreement. When in the office, the incumbent will work in a climate-controlled environment under artificial light; however, there may occasional fluctuations in building temperature. Some travel may be required, which may result in exposure to dirt, noise, uneven surfaces, and/or extreme heat or cold.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

EMPLOYEE (Print)

EMPLOYEE (Signature)	DATE
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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE
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