

DUTY STATEMENT



☒ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Analyst II		WORKING TITLE Return-to-Work Supplemental Program Analyst		
PROGRAM NAME Division of Workers' Compensation			UNIT NAME Return to Work Supplement Program	
ASSIGNED SPECIFIC LOCATION Oakland RTWSP			POSITION NUMBER 400 – 340-5393-048	
BARGAINING UNIT 1	WORK WEEK GROUP 2	BILINGUAL POSITION Yes	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under direction of the Return-to-work Supplement Program Supervisor I or II, the Analyst II serves as a key analyst within the Return-to-Work Supplement Program. The incumbent supports program operations through independent evaluation of benefit applications, interdepartmental collaboration, and subject matter expertise to ensure accurate eligibility determinations and overall program integrity.

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	Analyze, review, and determine program and benefit eligibility using established program criteria for California's injured workers who may be eligible for a one-time benefit payment. Determine whether applicants meet the eligibility requirements to participate in the program and independently review and evaluate each application by verifying protected applicant information, medical records, legal documents and court filings, accesses the electronic adjudication management systems, internal case management systems, workers' compensation databases, and any other documentation and/or correspondence which contributes to the eligibility determination. Responsible for reviewing the more complex benefit applications, subsequent applications for payment, reopening of closed cases for appeals or regulatory changes. Provide input on procedure refinements based on case trends and regulatory updates. The incumbent assists applicants by providing information related to the Return-to-Work-Supplement Program and benefit in English and Spanish.
25	Acts as program liaison and works collaboratively with internal/external teams from HR, IT, accounting, legal office, and other control agencies to reach timely resolution to programmatic issues, evaluate program success, and monitor compliance with program regulations, policies, and procedures. Research, track, document and resolve fraud cases, appealed cases, and any other denied cases that require re-evaluation. Manage Vocational Return-to-Work Counselor list, application process and correspondence. Create weekly, monthly, and annual statistical reports, graphs, and spreadsheets to monitor program funding, identify application trends, and evaluate program performance and RTWSP kiosk performance efficiency. Contribute to the development and implementation of policy changes by identifying trends in denied applications and escalating systemic issues to increase efficiencies. Provide guidance to new staff and contributes to internal knowledge-sharing efforts related to application review standards and eligibility determinations. Act as a second-level reviewer to ensure accuracy and integrity of cases with the ability to override

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	decision recommendations.
25	Responsible for providing English and Spanish-speaking information and resolving escalated calls from applicants, legal representatives, Vocational Return-to-Work counselors, claim adjusters, financial institutions, and other stakeholders who are seeking information about program eligibility, need to resolve outstanding payment issues, are having trouble with the online application, or require instruction on filing an appeal. Responsible for processing and sending determination letters to applicants on behalf of the Return-to-Work Supplemental Program and Vocational Return-to-Work Counselor. Act as backup to Quality Assurance team to safeguard against fraud, clone applications, duplicate payments, multiple and/or erroneous submissions.
Percentage of Time Spent	Marginal Job Functions
5	Receive, process and document incoming mail for Return-to-Work Supplement Program. Coordinates maintenance of RTWSP kiosks throughout the state. Procure office supplies and coordinates with DWC Administration.

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

Under direction of the Supplement Program Supervisor I or II

Supervision Exercised

None.

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

Work Environment

The incumbent will work 40 hours per week in an air conditioned office setting, in a high-rise building with elevator access, equipped with standard office equipment including cubicles with natural and artificial lighting. Daily use of computer, office equipment, and telephone. Confidentiality must be

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maintained at all times.

Special Requirements/Other Information

None

Physical Abilities

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.

Additional Requirements/Expectations

The incumbent will be required to work independently and as part of a team.

Personal Contacts

The incumbent has frequent contacts with program staff and managers. In addition, there is frequent verbal contact with injured workers, attorneys, claims administrators, and other members of the Workers' Compensation community and the general public, which require sensitivity and tact.

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