DEPARTMENT of REHABILITATION
Employment, Independence & Equality

DUTY STATEMENT

Classification:	Analyst II (Full-time Limited Term)
Job Title:	Reasonable Accommodation Program Consultant Analyst
Name:	
Position Number:	813-005-5393-901
Reports to:	Human Resource Branch, Assistant Chief
Division:	Administrative Services Division
Location:	Human Resources Branch
Section:	Reasonable Accommodation, Health and Performance
Primary Assignment:	Reasonable Accommodation Consultant
Conflict of Interest:	Yes

CORE VALUES/MISSION:

We believe in the talent and potential of individuals with disabilities. We invest in the future through creativity, ingenuity, and innovation. We ensure our decisions and actions are informed by interested individuals and groups. We pursue excellence through continuous improvement. We preserve the public's trust through compassionate and responsible provision of services.

JOB OBJECTIVES:

Under the general direction of the Assistant Chief, Human Resources Branch, for the Department of Rehabilitation (DOR), the Reasonable Accommodation (RA) Program Consultant Analyst performs the more complex RA work and assists the Department's RA coordinator with responding to and ensuring the provision of reasonable accommodations; trains all applicable staff members in the reasonable accommodation process; provides consultative and support for the more complex RA requests; utilizing policies and procedures, provides specialized technical consultation, guidance and direction for the more complex RA requests. Responsible for the review and development of program memorandums, reports and resource documents; logs RA activities within the Department for RA data tracking and generates reports. researches, proposes and implements complex policies and procedures; and engages daily with all levels of Department personnel.

ESSENTIAL JOB FUNCTIONS:
The incumbent must complete the following with or without reasonable accommodation: communicate effectively in a professional, tactful, respectful manner with individuals from varied experiences, perspectives and backgrounds, by telephone, email and other technologies as well as in-person; provide excellent customer service to both internal and external customers; ensure the timely completion of assignments; attempt to resolve individual concern at the lowest possible level; offer other dispute resolution options, and elevate to next level if needed; use initiative, problem solving skills, organizational skills, good judgment, and resourcefulness. The specific essential functions are:

45% Serves as RA consultant for the more complex RA Requests. Responds to and tracks assigned reasonable accommodation requests; serves as consultant to managers; facilitates the interactive process between employee and manager to determine appropriate workplace accommodations for individuals with disabilities. Collaborate with the Workers Compensation Claims/Return-to-Work Consultant, Personnel Analyst and injured employee's Supervisor to support the injured worker to productive employment. Trains staff on the process, assesses RA requests, determines need for formal evaluations, advises on accommodations options, and tracks the implementation of RAs to ensure both employee and department needs are met. Recommends the final decision on assigned RA requests. Ensures RA's are processed timely to adhere to CalHR's Statewide policy and DOR's RA internal policy. Makes recommendations for adjustments and/ or improvements to meet employee disability related functional limitation needs and Department's needs; and conducts timely follow up to ensure recommendations are implemented.

30% Schedules and coordinates meetings; writes follow-up and final decision letters. Conducts post-reviews of all RA decisions to ensure compliance with laws and addresses issues not in compliance. Independently conducts meetings with managers/supervisors, Regional Managers and division leaders to review, revise and maintain RA Policy and Procedures and implement solutions to ensure RA program effectiveness and compliance. Performs the more complex and highly sensitive work related to RA requests and elevates relevant case information as needed to the supervisor.

10% Researches, analyzes, and evaluates various laws, rules, and resources to stay informed of current issues, trends, accommodations, and RA program requirements. Develops, reviews, and updates RA Policy, Procedures, and guidance for the DOR. Independently develops, prepares and facilitates trainings to provide technical consultation and guidance to various DOR Executives, Managers, staff and stakeholders outside DOR.

10% Maintains electronic storage of requests. Participate as a team member in various projects and work groups. Participates in staff meetings, keeps supervisor apprised of the status of projects and problems.

MARGINAL JOB FUNCTIONS:

5% assists internal and external staff with assignments as needed. Performs other job- related duties to support the mission of DOR.

Travel: Up to 5% travel may be required to attend forums, conferences or trainings or meetings.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

The majority of the work week will take place in the following locations: a DOR open office setting in a cubicle environment and/or at an approved alternate work location. The incumbent must have the ability to work in an office setting for up to40 hours per week and remain at a workstation for extended periods while utilizing a personal computer with Microsoft office Suite software applications in the Windows environment, peripherals, other office equipment, with or without accommodations. Strong interpersonal skills are required to interact effectively with colleagues, the public, and other stakeholders.

EQUAL EMPLOYMENT OPPORTUNITY:

It is the policy of the Department of Rehabilitation to provide equal employment opportunity to all employees and applicants; that employees have the right to work in an environment free from discrimination; that consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws. All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.

ACKNOWLEDGEMENT

I have read, understand, and agree to perform the above listed duties and all duties typically performed by this classification. I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work in an office setting, cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations.

Employee's Name:

Date:

Supervisor's Name and Title:

Date:

Original: Employee's Official Personnel File
Copies: Employee and Supervisor's drop file