State of California
Department of
Industrial Relations

DUTY STATEMENT

☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Workers' Compensation Consultant	Information & Assistance Officer

PROGRAM NAME	UNIT NAME
Division of Workers' Compensation	I&A

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Santa Ana	400 – 769-9210-389

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
R01	2	Yes	Yes	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 English and Spanish-speaking 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 **Essential Job Functions**
45	Reviews workers' compensation claims information submitted by English and Spanish-speaking 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 English and Spanish-speaking 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 in both English and Spanish.
35	Upon request by English and Spanish-speaking 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 English and Spanish 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 in English and Spanish. Keeps monthly statistics of work performed.

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 English and Spanish 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 proficient in Spanish verbally and in writing. Must be able to use Internet, email, and EAMS. Will engage in personal interactions in a

professional manner whether in person, in writing, by telephone or video in English and Spanish.

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, English and Spanish-speaking 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

State of California
Department of
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DUTY STATEMENT

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CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Workers' Compensation Assistant	Assistant Information & Assistance Officer

PROGRAM NAME	UNIT NAME
Division of Workers' Compensation	I&A

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Santa Ana	400 – 769-9491-xxx

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
R01	2	Yes	No	No

General Statement

Under the general supervision of the Presiding Workers' Compensation Judge and the Supervising Workers' Compensation Consultant (SWCC), the Workers' Compensation Assistant (WCA) assists in the less complex Information and Assistance assignments providing general information to the public related to workers' compensation benefits. The WCA performs the following duties:

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties **Essential Job Functions**
45	Provides all interested parties with information in English and Spanish on all matters concerning workers' compensation rights and benefits including insurance coverage, statutory interpretation, procedures, reporting requirements and statutory obligations. Responds to inquiries from the public in person, over telephone, by email and by written correspondence both in English and Spanish. With the guidance of the SWCC or Workers' Compensation Consultant (WCC), assists non-represented English and Spanish-speaking injured workers and employers at hearings while maintaining neutrality. Explains and distributes workers' compensation fact sheets and guides in English and Spanish.
35	With the guidance of the SWCC or WCC, provides English and Spanish-speaking injured workers, employers, insurance carriers and other parties with assistance to facilitate the satisfactory resolution of disputed workers' compensation claims; after reviewing less complex settlement agreements, makes timely recommendations to the Workers' Compensation Judge; refers more complex settlement agreements to the Workers' Compensation Consultant or SWCC. Provides guidance on how to file documents in Electronic Adjudication Management System (EAMS).
15	Assists the WCC in holding monthly injured worker workshops in English and Spanish describing the workers' compensation benefit delivery system and upon request and approval deliver public presentations/outreach. Serves copies of Notices, Orders and Awards on appropriate parties and scanning documents into the EAMS to inform parties as to the status of the case. Keeps monthly statistics of work performed.

Percentage of Time Spent	Marginal Job Functions
5	Assists the Call Center and other District offices, when requested, to respond to English and Spanish phone calls, sort and distribute documents received and scan documents into EAMS. Provides on-site backup coverage at other district 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 WCA 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 proficient in Spanish verbally and in writing. Must be able to use Internet, email, and EAMS. Will engage in personal interactions in a professional manner whether in person, in writing, by 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 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

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