☒ Current ☐ Proposed

Classification Title	**Division/Unit**
Analyst III	Administrative Services / Human Resources
Working Title	**HQ Designation**
Return to Work Coordinator	CalHR Sacramento
Position Number	**Date Prepared**
363-100-5402-001	11/9/2026
Name	**Effective Date**

CalHR Mission, Vision, and Values

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Mission: To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

Our Vision: Shaping California's future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

CalHR Core Values: People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

General Statement

Under the general direction of the Supervisor II, the Analyst III serves as the Return to Work (RTW) Coordinator and a non-supervisory technical specialist responsible for independently administering the Reasonable Accommodation (RA) and Workers' Compensation (WC) programs for the California Department of Human Resources (CalHR) and contracted client agencies.

The incumbent performs complex, sensitive, and highly analytical work involving reasonable accommodation, workers' compensation claims, disability-related employment matters, medical restrictions, return-to-work coordination, and other medical management functions. The Analyst III serves as the primary subject matter expert for the RA and WC programs, providing technical consultation, independent analysis, and recommendations to employees, supervisors, managers, executives, and Human Resources Office (HRO) leadership.

The incumbent independently coordinates the reasonable accommodation interactive process, evaluates accommodation requests, analyzes medical restrictions and essential job functions, identifies potential accommodations, and develops recommendations for management consideration. The incumbent also administers the department's Workers' Compensation Program, coordinating claims management, monitoring statutory deadlines, collaborating with the State Compensation Insurance Fund (SCIF), and facilitating appropriate return-to-work and modified-duty arrangements.

In addition to these primary responsibilities, the Analyst III serves as a designated backup for Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), Pregnancy Disability Leave (PDL), disability-related personnel transactions, and other medical management functions. The incumbent provides technical guidance, case management support, and operational coverage as necessary to ensure continuity of services during staff absences, vacancies, or periods of increased workload.

The Analyst III researches and interprets applicable federal and state laws, regulations, and policies; develops and maintains procedures and program resources; monitors case management activities; maintains confidential medical information; and identifies opportunities to improve program effectiveness, consistency, and compliance.

Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

Percentage	(O) / (V)	Essential Job Duties
35%	O/V	**Reasonable Accommodation Program Administration and Interactive Process** Independently coordinates and administers the department's Reasonable Accommodation (RA) Program for CalHR and contracted client agencies. Serves as the primary point of contact and subject matter expert for employees, applicants, supervisors, and managers regarding reasonable accommodation requests and related processes. Receives, reviews, analyzes, and manages accommodation requests from initial notification through resolution, implementation, ongoing monitoring, and case closure. Facilitates timely, individualized, and good-faith interactive discussions with employees and management to identify reasonable and effective accommodations. Reviews duty statements, essential job functions, functional limitations, relevant medical documentation, and operational requirements to assess accommodation needs. Identifies potential accommodations, evaluates available alternatives, and prepares documented recommendations for management consideration, including requests involving modified schedules, equipment, workplace adjustments, telework as an accommodation, reassignment, and other appropriate modifications. Determines when additional information or clarification is necessary and coordinates requests for appropriate medical substantiation consistent with applicable legal requirements. Works collaboratively with employees, supervisors, medical providers, Labor Relations, Equal Employment Opportunity (EEO), Legal, and other appropriate stakeholders. Prepares and coordinates written correspondence, including requests for additional information, interim accommodation notifications, accommodation determinations, and follow-up communications, consistent with established approval authorities. Monitors approved accommodations to ensure timely implementation and continued effectiveness. Coordinates

		reassessments when an employee's restrictions, job duties, or operational circumstances change. Exercises independent judgment in analyzing accommodation requests and developing recommendations while ensuring final determinations are made in accordance with established departmental approval authorities. Maintains accurate and complete case documentation and ensures confidential medical information is securely maintained separately from official personnel records, with access limited to authorized individuals.
15%	O/V	**Workers' Compensation Program Administration and Return-to-Work Coordination** Independently administers and coordinates the department's Workers' Compensation (WC) Program for CalHR and contracted client agencies. Serves as the primary departmental liaison with the State Compensation Insurance Fund (SCIF), employees, supervisors, managers, medical providers, and other appropriate stakeholders regarding workers' compensation claims and return-to-work matters. Oversees the full lifecycle of workers' compensation claims, including initial reporting, required documentation, claim submission, ongoing monitoring, coordination with SCIF, return-to-work planning, and case closure. Ensures compliance with applicable statutory deadlines, reporting requirements, departmental policies, and procedures. Reviews and analyzes claim information, medical work restrictions, duty statements, and available work assignments to identify appropriate return-to-work options, including temporary modified duty and other transitional work arrangements. Provides technical consultation to supervisors, managers, and employees regarding workers' compensation procedures, benefits, responsibilities, medical restrictions, and return-to-work requirements. Coordinates with SCIF, the Transactions Unit, payroll staff, and other appropriate stakeholders to support accurate and timely processing of workers' compensation-related benefits, leave accounting, and personnel transactions. Monitors claim status, identifies unresolved issues, and proactively follows up with appropriate parties to facilitate timely resolution. Coordinates complex, disputed, potentially high-cost, or suspected fraudulent claims with SCIF, Legal, and HRO leadership, as appropriate. Analyzes cases involving overlapping workers' compensation, reasonable accommodation, protected leave, and disability-related employment requirements to ensure appropriate coordination and consistent application of applicable laws and policies. Coordinates with medical providers and other appropriate parties to obtain or clarify relevant medical restrictions and work-status information, consistent with applicable confidentiality and

		authorization requirements. Assists management in evaluating fitness-for-duty matters and potential return-to-work options. Maintains accurate and confidential claim records, tracking systems, and management reports. Identifies trends, compliance concerns, and opportunities to strengthen claims administration, reduce unnecessary delays, and support successful return-to-work outcomes.
15%	O/V	**Complex Medical Management Case Analysis and Consultation** Serves as a subject matter expert and technical advisor to supervisors, managers, executives, and HRO leadership on complex and sensitive reasonable accommodation, workers' compensation, return-to-work, and disability-related employment matters. Independently researches and analyzes applicable laws, regulations, policies, medical restrictions, essential job functions, operational requirements, and relevant case circumstances to develop defensible, well-supported recommendations. Evaluates complex cases involving competing accommodation alternatives, extended absences, recurring restrictions, potential undue hardship, reassignment considerations, modified-duty assignments, and situations in which employees may be unable to perform essential job functions with or without reasonable accommodation. Advises management regarding the interactive process, available accommodation options, documentation requirements, potential compliance risks, and appropriate next steps. Prepares written case summaries, analytical findings, options, and recommendations for management review. Coordinates with Legal, Labor Relations, EEO, Workers' Compensation, the Transactions Unit, and other appropriate stakeholders when cases involve overlapping employment laws, protected leave, workplace restrictions, return-to-work concerns, disability retirement considerations, or potential adverse employment consequences. Identifies cases requiring management or legal escalation and ensures recommendations are consistent with applicable laws, policies, and established decision-making authority.
10%	O/V	**FMLA/CFRA, Disability Transactions, and Medical Management Backup (Essential)** Serves as the designated backup for the administration of the Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), Pregnancy Disability Leave (PDL), disability-related personnel transactions, and other assigned medical management functions to ensure continuity of critical HRO services. During staff absences, vacancies, workload surges, or as directed by management, independently performs assigned case management and technical duties normally handled by the primary program administrator.

		Reviews and analyzes medical leave requests, eligibility requirements, medical certifications, leave entitlements, applicable deadlines, and supporting documentation. Prepares and coordinates required notices, correspondence, case updates, and recommendations consistent with applicable laws, policies, and departmental procedures. Provides backup coordination and technical support for disability-related personnel transactions, including Nonindustrial Disability Insurance (NDI), Enhanced Nonindustrial Disability Insurance (ENDI), industrial disability leave, disability retirement, medical leaves of absence, and other related transactions, as assigned. Collaborates with the Transactions Unit, employees, supervisors, managers, payroll staff, and appropriate external agencies to ensure timely processing, accurate documentation, and appropriate coordination of disability-related benefits and employment actions. Assists with complex medical management cases involving overlapping leave protections, reasonable accommodation obligations, workers' compensation benefits, extended absences, medical restrictions, and return-to-work considerations. Maintains current knowledge of applicable procedures, forms, timelines, and program requirements to ensure the ability to assume backup responsibilities with minimal disruption to operations.
10%	O/V	**Telework Program Administration** Independently coordinates and administers the departmental Telework Program for CalHR and contracted client agencies in accordance with applicable statewide and departmental telework policies, procedures, and requirements. Serves as the departmental subject matter expert and primary point of contact for telework program administration. Provides technical consultation and guidance to supervisors, managers, and employees regarding telework agreements, eligibility requirements, program procedures, and applicable policies. Collects, reviews, and tracks employee Telework Agreements to ensure completeness, accuracy, appropriate approvals, and compliance with statewide and departmental requirements. Maintains accurate and current telework records and tracking systems, including employee participation, agreement status, and required updates. Collects, analyzes, and submits telework information and data for CalHR and contracted client agencies, including required statewide and departmental reports. Evaluates telework participation trends and prepares reports and recommendations for management consideration. Maintains and recommends updates to departmental telework policies, procedures, forms, guidance documents, and program resources to ensure alignment with applicable statewide requirements and departmental operational needs. Conducts periodic reviews and audits of telework agreements and participation records to identify discrepancies, incomplete

		documentation, and potential compliance concerns. Develops recommendations and coordinates corrective actions to strengthen program accountability, data accuracy, and consistency. Collaborates with HRO leadership, supervisors, managers, and other appropriate stakeholders to address telework program issues, improve administrative processes, and ensure consistent implementation of departmental requirements. Coordinates with the Reasonable Accommodation Program when telework is requested or approved as a disability-related accommodation, ensuring such requests are evaluated through the appropriate reasonable accommodation process.
5%	O/V	**Limited Examination and Appointment Program (LEAP) Coordination** Serves as the departmental Limited Examination and Appointment Program (LEAP) Coordinator for CalHR and contracted client agencies. Independently coordinates and monitors LEAP program activities to ensure compliance with applicable statewide requirements, regulations, policies, and departmental procedures. Oversees and tracks employee progress during the Job Examination Period (JEP), including monitoring required evaluation periods, documentation, completion deadlines, and other applicable program requirements. Maintains accurate LEAP tracking records and proactively communicates with supervisors and managers regarding JEP requirements, employee progress, upcoming deadlines, and required actions. Provides technical consultation and guidance to supervisors, managers, and employees regarding LEAP program requirements, JEP procedures, evaluation responsibilities, and successful completion of the program. Collaborates with the HRO Classification and Hiring Unit and Transactions Unit to coordinate the timely and accurate appointment of candidates upon successful completion of the JEP, consistent with applicable requirements and established approval processes. Prepares, reviews, and maintains LEAP-related documentation, correspondence, tracking reports, reference materials, and program communications. Researches and interprets applicable LEAP requirements and recommends updates to departmental procedures, forms, guidance documents, and tracking processes as necessary. Identifies potential compliance issues, incomplete documentation, or approaching deadlines and proactively coordinates with supervisors and HRO leadership to ensure timely resolution and continuity of program administration.
5%	O/V	**Program Compliance, Policies, Procedures, Training, and Process Improvement** Develops, maintains, and monitors tracking systems and program performance measures for reasonable accommodation, workers'

		compensation, telework, LEAP, and other assigned medical management functions. Conducts periodic program reviews to identify processing delays, incomplete documentation, compliance concerns, operational risks, and opportunities for improvement. Prepares management reports, workload analyses, and recommendations to improve program effectiveness and accountability. Researches, analyzes, and interprets changes to applicable federal and state laws, regulations, statewide policies, and departmental procedures related to assigned programs. Develops and recommends revisions to departmental policies, procedures, desk manuals, forms, templates, and guidance materials to improve consistency, efficiency, and compliance. Develops and delivers technical guidance and training to supervisors, managers, and employees regarding reasonable accommodation requirements, the interactive process, workers' compensation procedures, return-to-work coordination, telework administration, LEAP requirements, confidentiality, and related medical management responsibilities. Establishes and maintains standardized case management tools, correspondence templates, checklists, and documentation protocols to support effective and consistent program administration. Collaborates with HRO leadership to evaluate program effectiveness, strengthen internal controls, improve customer service, and implement approved process improvements.
Percentage	**(O) / (V)**	**Marginal Job Duties**
5%	O/V	**Other Duties** Performs other duties consistent with the Analyst III classification and departmental operational needs. Participates in relevant statewide meetings, professional forums, and training activities to maintain technical expertise and remain informed of changes affecting reasonable accommodation, workers' compensation, return-to-work, telework, LEAP, and medical-related human resources programs.

Supervision Received
The Analyst III reports to and receives the majority of assignments from the Branch Chief (Supervisor II). Additional assignments and direction may be provided by the Chief People Officer (Manager II) or the Chief of the Administrative Services Division / Chief Operating Officer (Career Executive Assignment).

Supervision Exercised
None.

Special Requirements
The incumbent must exercise a high degree of discretion, sound judgment, professionalism, and confidentiality when handling sensitive personnel, disability-related, medical, and workers' compensation information.

The incumbent must maintain accurate case documentation and ensure confidential medical information is maintained securely and separately from official personnel records, consistent with applicable legal requirements and departmental procedures.

CalHR employees are expected to model and support CalHR Core Values.

Any applicable Conflict-of-Interest designation and Form 700 filing requirement will be determined in accordance with the department's approved Conflict-of-Interest Code.

Desirable Qualifications

- Demonstrated experience independently administering reasonable accommodation and workers' compensation programs, including complex case management and return-to-work coordination.
- Advanced knowledge of the Americans with Disabilities Act (ADA), California Fair Employment and Housing Act (FEHA), California workers' compensation requirements, and other applicable disability-related employment laws and policies.
- Experience facilitating complex interactive processes, analyzing medical restrictions and essential job functions, and identifying reasonable accommodation alternatives.
- Experience coordinating workers' compensation claims, communicating with claims administrators, and facilitating modified-duty or return-to-work assignments.
- Knowledge of FMLA, CFRA, PDL, disability-related benefits, and medical leave administration.
- Experience coordinating disability-related personnel transactions, including NDI, ENDI, industrial disability leave, and disability retirement matters.
- Knowledge of statewide telework requirements and experience administering telework agreements, maintaining program records, conducting audits, and preparing reports.
- Knowledge of LEAP requirements, including JEP monitoring, evaluation requirements, and appointment coordination.
- Ability to independently research complex personnel matters, assess compliance risks, and develop well-supported recommendations.
- Strong analytical writing, case management, organizational, and confidential records management skills.
- Demonstrated ability to communicate effectively and professionally with employees, supervisors, managers, executives, and legal representatives on sensitive or contentious matters.
- Experience developing policies, procedures, training materials, tracking systems, and program performance measures.
- Ability to exercise sound judgment, manage competing priorities, meet critical deadlines, and proactively resolve complex personnel matters.
- Demonstrated commitment to exceptional customer service, accountability, collaboration, and continuous process improvement.

Working Conditions

The duties of this position are performed indoors at the 1515 “S” Street building. The employees’ workstation is equipped with standard or ergonomic office equipment, as appropriate.

To promote collaboration, team cohesion, and employee development, CalHR operates on a hybrid schedule in accordance with both Statewide and CalHR’s Telework Policies.

Attendance

Employees must maintain regular and acceptable attendance, as determined solely by the Department. They must be regularly available on-site or virtually and willing to work the hours deemed necessary or desirable to meet the Department's business needs.

Employee Acknowledgement

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (RA). * (If you believe an RA is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the RA Coordinator.)

*****An RA is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	**Employee Name**	**Date**

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	**Supervisor Name**	**Date**