

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Associate Personnel Analyst	OFFICE/BRANCH/SECTION WC, RTW, RA, FMLA	
WORKING TITLE Disability Management Coordinator	POSITION NUMBER 702 - 015 - 5142-xxx	REVISION DATE 02/03/2023

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the general direction of the Branch Chief, Office of Workers' Compensation (WC), Return to Work and Reasonable Accommodation (RA)/FMLA programs, a Staff Services Manager I in the Division of Safety and Management Services (DSMS), the Associate Personnel Analyst (APA) serves as an analyst providing administrative, training and analytical support for the Workers' Compensation and Return-to-Work Program, and Reasonable Accommodation/FMLA programs. The APA demonstrates a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds our customers' expectations.

CORE COMPETENCIES:

As an Associate Personnel Analyst, 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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Cultivate Excellence - Engagement, Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety First - Engagement, Equity, Innovation, Integrity, Pride)
- **Initiative:** Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Safety First - Engagement, Equity, Innovation, Integrity, Pride)
- **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 First, Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Thoroughness:** Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

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

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45%	E	<p>The Disability Management Coordinator independently advises managers and supervisors on RA and FMLA processes, provides technical guidance and assistance, and answers general questions so that issues are resolved within the time frames set forth by law. Independently reviews, analyzes, and recommends best course of action in the application of the Department's policies on RA and FMLA. Facilitates resolution of the more complex cases and issues. Ensures Department policies are consistent with the laws, rules, statutes and regulations, including specific case law, set forth by the State Personnel Board (SPB), Department of Fair Employment and Housing (DFEH), and the Equal Employment Opportunity Commission (EEOC). The Disability Management Coordinator assists with updating Department's policies and ensures policies are consistent with any changes to rules, regulations, or laws. Ensures the Department's RA Guide is updated regularly to reflect current changes. Acts as a resource and provides general direction to the District RA Liaisons on the Department's RA and FMLA processes. As needed, the Disability Management Coordinator works closely with others areas in the unit such a Workers' Compensation/Return - to - Work, Classification and Pay Unit, District RA Liaisons and/or District Safety Officers, and managers/supervisors on non-industrial reasonable accommodation requests requiring permanent reassignment to different positions. The Disability Management Coordinator communicates and coordinates with District Offices to gather information and assists with the second level appeal process. Assists with monitoring, tracking and drafting responses to appeals and/or complaints filed with the SPB, DFEH, EEOC and/or federal Department of Labor (DOL). Communicates and coordinates with relevant parties to facilitate employer-originated applications for Disability Retirement, Fitness for Duty evaluations, and FMLA-related Second- or Third- Opinions.</p>
30%	E	<p>The Disability Management Coordinator independently develops and conducts training on RA and FMLA for District supervisors and managers. The training will be conducted regularly and routinely for Headquarters managers and supervisors regarding personnel procedures and supervisory responsibilities related to the RA and FMLA processes. In addition, training will also be provided to any district office that requests on-site training in these areas, and the Disability Management Coordinator will regularly participate in the Supervisory Training(s) throughout the state to ensure that newly appointed supervisors are trained on their roles and responsibilities in regard to the RA and FMLA processes. The Disability Management Coordinator is also expected to conduct at least quarterly training and/or information sharing with the District RA Liaisons and/or District Safety Officers to ensure that the RA and FMLA processes are consistently applied throughout the state. The Disability Management Coordinator represents the RA/ FMLA Program and attends the RA, FMLA Forums and the Caltrans Disability Advisory Committee meetings. Acts as lead for training new Program staff regarding RA and FMLA roles, processes, and procedures.</p>
10%	E	<p>The Disability Management Coordinator reviews employee requests for reasonable accommodation and physician verification (PMS 0018 and PMS 0019), and the supervisor's response for completeness and inputs relevant information into the RA claims management system. Generates historical and statistical data reports based on information captured in claims management system as requested by management and/or needed for audit inquiries. The Disability Management Coordinator is responsible for maintaining the claims management system, including verifying that the appropriate security clearances/authorizations are in place for users of the system. Any security breach of the claims management system must be reported immediately to the Branch Chief and the Division Chief of Human Resources.</p>
10%	E	<p>The Disability Management Coordinator serves as the lead for student assistant staff and is responsible for delegating, assigning, and coordinating work activities for student assistant staff. Identifies training needs and ensures such training is provided.</p>
5%	M	<p>The Disability Management Coordinator is responsible for maintaining files and compiling and analyzing statistical data related to RA/FMLA, as requested. the Disability Management Coordinator is expected to provide coverage within the unit as needed, and may assist on special projects/assignments and complete other duties as assigned.</p>

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

None; however, may serve in a lead worker capacity over other staff, providing guidance and reviewing work.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The Disability Management Coordinator is knowledgeable and able to independently interpret and apply all laws, rules, policies,

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and practices related to personnel operations in State government, including but not limited to the Americans with Disabilities Act (ADA), Family Medical Leave Act (FMLA) and California Family Rights Act (CFRA), Reasonable Accommodation, Fair Employment and Housing Act (FEHA), and the Equal Employment Opportunity Commission (EEOC). The Disability Management Coordinator must be familiar with and have knowledge of Caltrans mission and goals, policies and procedures, and be able to apply the personnel management program needed to accomplish them. The Disability Management Coordinator must be able to reason logically, use analytical and research techniques to solve difficult personnel problems, use good judgment, work independently, and be able to draw valid conclusions and make recommendations for the appropriate course of action. Additionally, s/he must be able to express ideas and present information clearly and logically, both orally and in writing to managers, supervisors, and employees.

The Disability Management Coordinator must have knowledge of various computer applications such as Word, Excel, Power Point, email (Outlook) and the Internet, and must be able to give oral presentations to groups of various sizes and at various levels within the Department. The Disability Management Coordinator will be expected to review and evaluate all requests from managers and supervisors, and develop technically sound alternatives that may include developing new approaches and organizational changes or revisions. Disability Management Coordinator must be able to provide thorough and completed staff work on personnel related issues and meet the needs of the operational units.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The Disability Management Coordinator makes independent decisions that may be sensitive in nature and, if necessary, require discussion with the supervisor, Legal Division, Labor Relations, Discipline Services, various Division of Human Resources programs, and other relevant program areas within Caltrans. Poor decisions could result in the failure to properly resolve employee issues, inappropriate action(s) being taken against an employee, financial liability and/or discredit to Caltrans. The Disability Management Coordinator must be able to act responsibly and research existing policies and rules prior to making any recommendation(s) on how to handle any specific issue.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting Caltrans employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect Caltrans employees' confidential information may damage the Office of WC, RTW, and RA/FMLA 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 Disability Management Coordinator confers with all levels of management and staff in Caltrans and with employee representatives (e.g. union representatives, personal attorneys, etc.) in their daily activities. They also consult with staff from various control agencies for guidance and assistance.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

May be required to sit for prolonged periods of time, use a computer keyboard and monitor, and be able to develop cooperative working relationships with all customers. The incumbent may be required to move large or cumbersome manuals and/or equipment from one location to another, including training materials and/or handouts. May be required to attend off-site meetings travel throughout the state as needed.

Sustained mental activity will be required for problem solving, analysis, and reasoning. Ability to recognize emotionally charged issues or problems and able to respond appropriately to difficult situations. Must have the ability to manage multiple ongoing cases at various stages in the RA/FMLA processes, adapt to changes in priorities, and complete tasks or projects on short notice.

The incumbent interacts with the public and employees at all levels within the Department and other agencies. This interaction requires the ability to develop and maintain cooperative working relationships with individuals of diverse cultural backgrounds.

WORK ENVIRONMENT

The incumbent may telework regularly. When in the office, the incumbent will work in a climate-controlled environment under artificial light. There will be occasional fluctuations in building temperature. The incumbent will work in a cubicle and will periodically attend meetings and/or trainings. 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.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.