

DUTY STATEMENT

Employee Name:	Position Number: 580-120-5157-744
Classification: Staff Services Analyst	Tenure/Time Base: Permanent / Full-Time
Working Title: Disability Consultant	Work Location: 1615 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Human Resources Division	Branch/Section/Unit: Payroll, Benefit, and Disability Management Section/ Disability Management Unit- Unit B

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

The Staff Services Analyst (SSA) is responsible for assisting employees, supervisors, and managers in the appropriate application of all employee leave programs, the Workers' Compensation Program, Reasonable Accommodation (RA) Program, and the Employee Assistance Program (EAP). The SSA analytical assignments of average difficulty involving employee disability leave entitlements including, but not limited to, the Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), Non-Industrial Disability Insurance (NDI), State Disability Insurance (SDI), Parental Leave (PL), medical Leave of Absence (LOA), catastrophic leave (CL), and the RA Program (RA). The SSA also provides direction, consultation, and guidance in the areas of case management of workers' compensation

activities, return to work for California Department of Public Health (CDPH) employees, vocational rehabilitation, leave restoration, and all aspects relating to the Workers' Compensation Program area. The SSA must accurately assess RA requests; apply Departmental policy, State and/or Federal rules and regulations regarding RA, including counsel employees and management on such issues as Americans with Disability Act (ADA) and RA requirements; and research and refer to related labor code provisions governing work-related injuries/illness and leave entitlements, California Occupational Safety and Health Administration (CalOSHA) rules, the ADA of 1990 (ADA), and related subject areas in order to provide consultation to employees, program designees, and managers/supervisors.

The SSA classification is distinguished from the AGPA classification by the scope of responsibility, complexity of work performed, independence of action, decision-making, and level of supervision received. This classification consists of three alternate ranges and as the SSA advances within the classification ranges, their responsibilities are expected to show broader knowledge of the work environment, and organizational and/or departmental requirements while the scope of work increases.

The SSA works under the supervision of the Staff Services Manager I, Chief of the Disability Management Unit (DMU), Unit B.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: 5%
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 20% Under supervision, manages the less complex assigned DMU disability claims (unrelated to workers' compensation). Manages claim files and works cooperatively with staff at various levels throughout the CDPH, including staff in the CDPH's Health and Safety Office and the Office of Civil Rights. Serves as a resource for internal and external customers, including the CDPH employees, the State Compensation Insurance Fund (SCIF), the California Department of Human Resources (CalHR), and the Employment Development Department (EDD). Reviews and implements of various disability leave policies and procedures, manages an active caseload of disability claim files, and works with employees to ensure timely claim process and issuance of approved benefits. Maintains confidentiality due to their unrestricted access to sensitive and confidential medical reports, progress notes and medical diagnosis, and medical history related to industrial injuries. Conducts bi-monthly review of new and on-going disability claims/requests. Gathers and reviews confidential and sensitive medical information relating to affected employees work absence. Reviews and analyzes complex disability-related issues to formulate procedures and to determine alternatives and solutions. Researches and applies labor code provisions governing disability entitlements. Gathers, reviews, and analyzes disability related issues to formulate procedures and to determine alternatives and solutions. Consults with internal and external customers regarding FMLA, CFRA, LOA, SDI, NDI and CL eligibility determination. Composes personalized notification

letters regarding entitlement for management review. Provides information regarding disability claim status to employee, managers/supervisors, and Program representatives. Makes recommendations to management regarding the appropriate handling of disability claims. Serves as a disability leave subject matter expert (SME) to build staff knowledge and awareness. Ensures CDPH managers/supervisors receive necessary guidance on the available disability programs. Informs CDPH staff and management of new policies, procedures and other changes that may impact disability programs and updates the Disability Web page with this information.

- 20% Under supervision, maintains workers' compensation claim files and performs case management activities. Works cooperatively with staff from CDPH, CDPH's Health and Safety Office, the Office of Civil Rights (OCR), the SCIF, the CalHR, and the EDD. Frequently interacts with injured workers, managers/supervisors, and administrative officers. Manages an active caseload of both industrial and non-industrial disability claim files and works with employees to ensure timely claim process and issuance of approved benefits; conducts regular reviews of assigned caseload; and maintains all data bases and logs associated with claims. Works with SCIF staff to ensure that their obligation as the adjusting agent and CDPH's as the employer, are met; manages an active caseload of workers' compensation cases/non work cases; reviews medical, investigative, and vocational rehabilitation reports; and makes recommendations to management concerning case management and resolution on all issues. Reviews invoices from SCIF. Monitors cases and works with SCIF to ensure timely processing of cases. Attends return-to-work meetings at SCIF. Prepares for and represents CDPH at workers' compensation hearings on settlement issues. Advises CDPH employees of their rights and benefits as they relate to Workers' Compensation. Reconciles quarterly loss analysis reports for CDPH's workers' compensation claims. Maintains electronic and hard copy files related to workers' compensation claims and return cases. Creates and maintains files and processes all claim-related correspondence. Maintains calendar files of Workers' Compensation Appeals Board hearings, mandatory settlement conferences, and trial notices. Coordinates witness appearance lists with SCIF.
- 20% Under supervision, acts as the Assistant Return to Work Coordinator for both industrial and non-industrial employees. Consults with CDPH employees and managers/supervisors, the OCR, SCIF, CalHR, the California Department of Rehabilitation (DOR), and other resource agencies to identify employment options available to the employee. Assists managers/supervisors with the development of return to work plans and monitors progress. Under direction, consults with managers/supervisors regarding employees who may have medical concerns affecting work performance; analyzes medical reports; and makes recommendations regarding reasonable accommodation and job modifications necessary for productive job performance. Provides guidance for assisting CDPH employees as defined under ADA. Clarifies disability restrictions with physicians and assists managers/supervisors with removing obstacles which may impede an employee's ability to return to work. Maintains open communications and engages in the interactive process with all parties involved in the reasonable accommodation process.
- 15% Under supervision, provides employees and managers/supervisors with assistance and guidance in preparing and filing the report of injury/illness versus non-disability event requiring only first aid treatment. Provides assistance and guidance with modified work agreements and non-modified work agreements. Prepares formal memoranda, cover memos, and correspondence for supervisor review to be distributed to managers/supervisors and adjusts addressing return-to-work issues and responds to SCIF requests for information. Coordinates ergonomic evaluations and claim investigations for CDPH and SCIF. Evaluates RA requests

received from CDPH employees with disabilities and determine applicability of State and Federal rules, regulations, and policies. Engages in an interactive process with employees and management to identify specific accommodations which may include, but is not limited to worksite modification, assistive devices, alternative job placement, etc. Maintains case files and tracking log for RA cases. Takes appropriate remedial action by working closely with Prison Industry Authority, State approved vendors, Business Services, Accounting, and others to purchase equipment and/or secure contract services. Maintains RA equipment inventory purchased, equipment warranties, and inventories RA equipment returned. Discusses proposed accommodations with the DMU Chief. Prepares RA notification and letters of determination for review by the DMU Chief.

- 5% Compiles and analyzes data to ensure the completion of the annual CalOSHA logs and summary reports. Ensures summary reports are received by each program before January 31st every year.
- 5% Coordinates the activities of the State’s EAP. This includes informing staff of training, distributing monthly EAP information from our EAP provider Magellan, and providing information to Programs regarding special services offered by EAP.
- 5% Maintains statistical data and prepares monthly reports for management review and uploads finalized reports to the CDPH DMU web page. Attends and participates in monthly Personnel/Payroll Review Committee meetings and shares information obtained at meetings with CDPH staff. Travels when necessary.

Marginal Functions (including percentage of time)

- 5% Develops and conducts effective DMU training for CDPH employees, attendance coordinators (AC) and personnel liaisons (PL). Identifies training objectives, develops training curriculum and delivery methods, and creates PowerPoint presentations and training materials. Uses effective presentation techniques to verbally deliver training information.
- 5% Performs other work-related duties as required.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

HRD Use Only:
Approved By: NW
Date: 8/8/23

DUTY STATEMENT

Employee Name:	Position Number: 580-120-5393-XXX
Classification: Associate Governmental Program Analyst	Tenure/Time Base: Permanent / Full-Time
Working Title: Disability Consultant	Work Location: 1615 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Human Resources Division	Branch/Section/Unit: Payroll, Benefit, and Disability Management Section/ Disability Management Unit- Unit B

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Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

The Associate Governmental Program Analyst (AGPA) is responsible for assisting employees, supervisors, and managers in the appropriate application of all employee leave programs, the Workers' Compensation Program, Reasonable Accommodation (RA) Program, and the Employee Assistance Program (EAP). The AGPA independently performs the more responsible, varied, and complex technical analytical assignments involving employee disability leave entitlements including, but not limited to, the Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), Non-Industrial Disability Insurance (NDI), State Disability Insurance (SDI), Parental Leave (PL), medical Leave of Absence (LOA), catastrophic leave (CL), and the RA Program (RA). The AGPA also provides

direction, consultation, and guidance in the areas of case management of workers' compensation activities, return to work for California Department of Public Health (CDPH) employees, vocational rehabilitation, leave restoration, and all aspects relating to the Workers' Compensation Program area. The AGPA must accurately assess RA requests; apply Departmental policy, State and/or Federal rules and regulations regarding RA, including counsel employees and management on such issues as Americans with Disability Act (ADA) and RA requirements; and research and refer to related labor code provisions governing work-related injuries/illness and leave entitlements, California Occupational Safety and Health Administration (CalOSHA) rules, the ADA of 1990 (ADA), and related subject areas in order to provide consultation to employees, program designees, and managers/supervisors.

The AGPA works under the direction of the Staff Services Manager I, Chief of the Disability Management Unit (DMU), Unit B.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: 5%
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 20% With minimal direction or guidance, manages all assigned DMU disability claims (unrelated to workers' compensation). Manages claim files and works cooperatively with staff at various levels throughout the CDPH, including staff in the CDPH's Health and Safety Office and the Office of Civil Rights. Serves as a resource for internal and external customers, including the CDPH employees, the State Compensation Insurance Fund (SCIF), the California Department of Human Resources (CalHR), and the Employment Development Department (EDD). Reviews and implements of various disability leave policies and procedures, manages an active caseload of disability claim files, and works with employees to ensure timely claim process and issuance of approved benefits. Maintains confidentiality due to their unrestricted access to sensitive and confidential medical reports, progress notes and medical diagnosis, and medical history related to industrial injuries. Conducts bi-monthly review of new and on-going disability claims/requests. Gathers and reviews confidential and sensitive medical information relating to affected employees work absence. Reviews and analyzes complex disability-related issues to formulate procedures and to determine alternatives and solutions. Researches and applies labor code provisions governing disability entitlements. Gathers, reviews, and analyzes disability related issues to formulate procedures and to determine alternatives and solutions. Consults with internal and external customers regarding FMLA, CFRA, LOA, SDI, NDI and CL eligibility determination. Composes personalized notification letters regarding entitlement for management review. Provides information regarding disability claim status to employee, managers/supervisors, and Program representatives. Makes recommendations to management regarding the appropriate handling of disability claims. Independently serves as a disability leave subject matter expert (SME) to build staff knowledge and awareness. Ensures CDPH managers/supervisors receive necessary guidance on the

available disability programs. Informs CDPH staff and management of new policies, procedures and other changes that may impact disability programs and updates the Disability Web page with this information.

- 20% Independently maintains workers' compensation claim files and performs case management activities. Works cooperatively with staff from CDPH, CDPH's Health and Safety Office, the Office of Civil Rights (OCR), the SCIF, the CalHR, and the EDD. Frequently interacts with injured workers, managers/supervisors, and administrative officers. Manages an active caseload of both industrial and non-industrial disability claim files and works with employees to ensure timely claim process and issuance of approved benefits; conducts regular reviews of assigned caseload; and maintains all data bases and logs associated with claims. Works with SCIF staff to ensure that their obligation as the adjusting agent and CDPH's as the employer, are met; manages an active caseload of workers' compensation cases/non work cases; reviews medical, investigative, and vocational rehabilitation reports; and makes recommendations to management concerning case management and resolution on all issues. Reviews invoices from SCIF. Monitors cases and works with SCIF to ensure timely processing of cases. Attends return-to-work meetings at SCIF. Prepares for and represents CDPH at workers' compensation hearings on settlement issues. Advises CDPH employees of their rights and benefits as they relate to Workers' Compensation. Reconciles quarterly loss analysis reports for CDPH's workers' compensation claims. Maintains electronic and hard copy files related to workers' compensation claims and return cases. Creates and maintains files and processes all claim-related correspondence. Maintains calendar files of Workers' Compensation Appeals Board hearings, mandatory settlement conferences, and trial notices. Coordinates witness appearance lists with SCIF.
- 20% Acts as the Assistant Return to Work Coordinator for both industrial and non-industrial employees. Independently consults with CDPH employees and managers/supervisors, the OCR, SCIF, CalHR, the California Department of Rehabilitation (DOR), and other resource agencies to identify employment options available to the employee. Assists managers/supervisors with the development of return to work plans and monitors progress. Under direction, consults with managers/supervisors regarding employees who may have medical concerns affecting work performance; analyzes medical reports; and makes recommendations regarding reasonable accommodation and job modifications necessary for productive job performance. Provides guidance for assisting CDPH employees as defined under ADA. Clarifies disability restrictions with physicians and assists managers/supervisors with removing obstacles which may impede an employee's ability to return to work. Maintains open communications and engages in the interactive process with all parties involved in the reasonable accommodation process.
- 15% Independently provides employees and managers/supervisors with assistance and guidance in preparing and filing the report of injury/illness versus non-disability event requiring only first aid treatment. Provides assistance and guidance with modified work agreements and non-modified work agreements. Prepares formal memoranda, cover memos, and correspondence for supervisor review to be distributed to managers/supervisors and adjusters addressing return-to-work issues and responds to SCIF requests for information. Coordinates ergonomic evaluations and claim investigations for CDPH and SCIF. Evaluates RA requests received from CDPH employees with disabilities and determine applicability of State and Federal rules, regulations, and policies. Engages in an interactive process with employees and management to identify specific accommodations which may include, but is not limited to worksite modification, assistive devices, alternative job placement, etc. Maintains case files and tracking log for RA cases. Takes appropriate remedial action by working closely with Prison Industry

Authority, State approved vendors, Business Services, Accounting, and others to purchase equipment and/or secure contract services. Maintains RA equipment inventory purchased, equipment warranties, and inventories RA equipment returned. Discusses proposed accommodations with the DMU Chief. Prepares RA notification and letters of determination for review by the DMU Chief.

- 5% Compiles and analyzes data to ensure the completion of the annual CalOSHA logs and summary reports. Ensures summary reports are received by each program before January 31st every year.
- 5% Coordinates the activities of the State’s EAP. This includes informing staff of training, distributing monthly EAP information from our EAP provider Magellan, and providing information to Programs regarding special services offered by EAP.
- 5% Maintains statistical data and prepares monthly reports for management review and uploads finalized reports to the CDPH DMU web page. Attends and participates in monthly Personnel/Payroll Review Committee meetings and shares information obtained at meetings with CDPH staff. Travels when necessary.

Marginal Functions (including percentage of time)

- 5% Develops and conducts effective DMU training for CDPH employees, attendance coordinators (AC) and personnel liaisons (PL). Identifies training objectives, develops training curriculum and delivery methods, and creates PowerPoint presentations and training materials. Uses effective presentation techniques to verbally deliver training information.
- 5% Performs other work-related duties as required.

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I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

HRD Use Only:
 Approved By: NW
 Date: 8/8/23