

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE ASSOCIATE GOVERNMENTAL PROGRAM ANALYST	OFFICE/BRANCH/SECTION WC/RA/FMLA - Return to Work	
WORKING TITLE Return to Work Coordinator	POSITION NUMBER 702-015-5393-xxx	REVISION DATE 06/17/2024

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, 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. The APA is expected to display a positive attitude and cultivate a team environment to help accomplish the Division's Missions and Goals.

**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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - Innovation)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Cultivate Excellence - Engagement)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Cultivate Excellence - Engagement)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **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, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)
- **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, Strengthen Stewardship and Drive Efficiency - Integrity)

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

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65%	E	Consults with managers and supervisors regarding workers' compensation, return to work, and other medical issues, determining the most appropriate course of action. Manages workers' compensation claims, consulting with State Compensation Insurance Fund (SCIF) and Departmental Legal staff to develop strategies on resolution of claims as well as resolving outstanding personnel issues. Reviews and interprets medical reports to determine the department's best course of action. Confers with employee's personal physician, independent medical evaluators and the State Medical Officer. Implements the return to work program for permanent alternate placement of all employees with injuries/illnesses. Coordinates modified work/temporary assignments with injured workers' supervisors. Initiates and directs investigations relating to sensitive issues involving workers' compensation claims. As needed, the RTW Coordinator works closely with the WC Analysts, Reasonable Accommodation/FMLA Coordinators, Classification and Pay Unit, managers and supervisors, District RA Liaisons and/or District Safety Officers, Office of Health & Safety, Legal, to facilitate the resolution of medical issues.
15%	E	Defines the parameters and authorizes all settlements on departmental claims, including budgetary and other impacts to Caltrans. Independently authorizes settlement on claims up to authority level. Submit recommendations to management for settlement of claims in excess of authority level.
10%	M	Provides training to managers and supervisors on workers' compensation, return to work and medical issues to promote compliance with applicable laws.
5%	M	Interprets and applies labor codes, government codes and appropriate laws, rules, policies and procedures to ensure legal compliance when taking appropriate action. Prepares statements of fact, law and argument about the Department's action for the SCIF attorney to present before the Workers' Compensation Appeals Board (WCAB) Judge. Prepares witnesses to testify in workers' comp proceedings. Provides direction to SCIF attorney to introduce clear and convincing evidence into the record. Prepares written responses to discovery requests. Assists the Departmental legal staff in representing the Department on highly sensitive actions that involve personnel issues.
5%	M	Prepares, maintains and reconciles statistical data and reports related to assigned claims

<sup>1</sup>ESSENTIAL 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**

May act in a lead capacity.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Incumbent has knowledge of State Personnel Board, CalPERS and CalHR laws, rules and policies; Workers' Compensation laws; State Controller's automated payroll system; MyCalPER's employer health system; Department's automated time reporting system and leave accounting system (CLAS). The incumbent has the ability to effectively interpret and apply Workers' Compensation laws, interpret such laws and rules as mentioned above, and maintain a cooperative working relationship with all levels of Caltrans staff.

The incumbent can reason logically, consult and advise on Workers' Compensation issues and make determinations as to the type of Workers' Compensation benefits to be processed on a case by case basis.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

Incumbent is responsible for effectively and timely management of Workers' Compensation claims. Inaccurate or delayed reporting of information can adversely affect the delivery of benefits to clients. Poor judgment in monitoring, evaluating and reporting information could affect the incumbent's ability to effectively provide quality claims management services to internal and external customers.

The incumbent has access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DSMS' reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code

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section 1798.55, could result in disciplinary action, including termination of employment.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent will work with all levels of Caltrans staff and management, consultants, private sector groups and representatives of State control agencies. Must work with others in a cooperative manner and demonstrate a positive attitude.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal, 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. Must be able to attend off-site meetings regularly and must be able to travel to another throughout the state as needed. Employee may be required to occasionally bend, stoop, and kneel; to pull or push objects; to grasp objects, to stand for long periods of time, and to twist the body or neck in a sideways motion, either seated or standing. Employee must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice.

Sustained mental activity will be required for problem solving, analysis, and reasoning. Must deal effectively with pressure, remain optimistic, and resolve emotionally charged issues reasonably and diplomatically. Must consider and respond appropriately to the needs, feelings, and capabilities of injured workers; is tactful and treats others with respect. Employee interact 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 relations with individuals of diverse cultural background.

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### WORK ENVIRONMENT

While at their base of operation, employee will work in a climate-controlled office under artificial lighting. Employee may also be required to travel and work outdoors and may be exposed 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.)

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EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

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

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SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE

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