

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Workers' Comp & RA/FMLA	
WORKING TITLE Senior Disability Management Coordinator	POSITION NUMBER 702-015-4800-xxx	REVISION DATE 07/01/2024

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 Staff Services Manager II (SSM II), the SSM I (Specialist) is highly knowledgeable in reasonable accommodation laws and manages the most complex requests for reasonable accommodation, specifically those involving requests for telework. The SSM I (Specialist) resolves sensitive and complex issues, conducts specialized and detailed analytical reviews of cases, and makes difficult and sensitive determinations.

CORE COMPETENCIES:

As a Staff Services Manager I, 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 - Innovation, Pride)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - 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. (Cultivate Excellence - Innovation, 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. (Cultivate Excellence - Integrity, Pride)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Engagement, Pride)
- **Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Cultivate Excellence - Innovation, Pride)
- **Influencing Others:** The ability to gain the support of others for ideas, proposals, projects and solutions. (Cultivate Excellence - Innovation, Pride)
- **Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, 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 - Pride)

TYPICAL DUTIES:

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

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65%	E	Implements the reasonable accommodation process for the most complex requests for reasonable accommodation, specifically those involving requests for telework, or as assigned by the SSM II. Independently reviews and analyzes documents (e.g. accommodation requests, medical certifications, etc.) to determine the best course of action in the application of Caltrans RA policies, practices, and procedures, and to promote consistency with laws, rules, and regulations. Communicates timely and in good faith with employees and management throughout the accommodation process, including facilitating interactive process discussions. Collaborates with departmental partners such as Facilities, Procurement & Contracts, Legal, Deputy District Directors of Administration, etc. to consider accommodation requests, identify potential solutions, and support implementation of accommodation decisions. Prepares notices advising employees of accommodation decisions in accordance with government code requirements. Communicates with health care providers as needed to obtain additional and/or clarifying information in accordance with regulatory requirements for medical certifications. Thoroughly documents the accommodation process in electronic files (e-files) and/or internal claims management database. Provide backup coverage for the Employment Resolution & Training Specialist as needed. Processing all other RA and/or FMLA/CFRA requests as needed due to coverage needs or operational need.
25%	E	Assists with internal appeals; provides technical guidance and answers general questions regarding the first and second level appeals processes; communicates and coordinates with headquarter program or district management to gather information for and/or assist with the second level appeal process. Assists with monitoring, tracking and drafting responses to internal appeals and/or complaints filed with the SPB, DFEH, and/or EEOC. Communicates and coordinates with relevant parties to facilitate Fitness for Duty evaluations. Assist with delivering of RA/FMLA training for supervisors/managers as needed.
10%	E	Maintains data integrity within the internal claims management database. Maintains electronic files. Generates historical and/or statistical data to report on information captured in the claims management system as requested by management and/or needed for audit inquiries. Provides witness testimony in civil litigation proceedings (depositions, trials, etc.) and/or administrative hearings as needed.

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; may serve in an acting capacity for coverage purposes.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of the laws, rules and regulations pertaining to RA and FMLA/CFRA including, but not limited to, those pertaining to the interactive process, medical certifications, and fitness for duty. Knowledge of how the Caltrans is organized and operates; the relationship between Caltrans and various control agencies (e.g. State Fund, SCO, CalHR, WCAB, etc.). Knowledge of the principles and practices in public and business administration, including personnel management, personnel record keeping, classification and pay issues, labor relations, employee supervision, development and training, Caltrans policies and procedures, and safety, health and equal opportunity objectives.

Ability to reason logically, utilize a variety of analytical techniques to resolve issues and problems. Ability to consult and advise on reasonable accommodation related matters and make determinations on a case by case basis while promoting fairness and consistency. Ability to establish and maintain cooperative working relationships with all levels of Caltrans and control agency staff. Ability to effectively interpret and/or apply relevant laws, rules, regulations, and various control agency manuals, departmental policies and procedures, and collective bargaining agreements. Ability to use computer-based word processing and spreadsheet software (e.g. Microsoft Word, Microsoft Excel, etc.) and to create and update databases. Ability to effectively utilize available resources, analyze situations accurately and take effective action. Ability to effectively communicate and present information in written and oral form. Ability to maintain regular and predictable attendance.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Poor judgment in monitoring, evaluating and reporting information could affect staff's ability to effectively provide quality reasonable accommodation related services to internal and external customers. Poor or inaccurate recommendations and/or decisions could adversely affect Caltrans' ability to effectively assist State Fund in WC liability determinations. Poor or inaccurate recommendations and/or decisions could adversely affect Caltrans' ability to effectively pursue a course of action with labor unions, SPB, CalHR, civil courts, or other agencies. Other consequences of error may include monetary loss to Caltrans, possibly ranging from hundreds to millions of dollars.

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.

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

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: Ability to use computer equipment (e.g. keyboard, monitor, etc.); manual dexterity; sitting for long periods of time (may be in excess of 4-6 hours per day); occasional bending, stooping, kneeling, pushing/pulling objects, grasping objects, standing for long periods of time, twisting the body/neck while sitting or standing. Ability to travel to attend off-site meetings, trainings, or other and/or travel as needed.

Mental: Ability to effectively manage workload, 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.

Emotional: Ability to resolve emotionally charged issues reasonably and diplomatically. Must consider and respond appropriately to customer needs and individual circumstances. Must be able to develop and maintain cooperative working relationships. Must be tactful and respectful when interacting with others.

WORK ENVIRONMENT

The incumbent may telework regularly, at Caltrans' discretion based on Caltrans' evolving telework policy and operational needs. 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 shared workspace 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
