

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
STAFF SERVICES MANAGER I (Supervisor)	DHR/Workers' Compensation (WC) Program – WC Claims Management /Return-to-Work/ WC Payroll and Benefits	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Branch Chief	702-008-4800-xxx	10/1/2014

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT

Under the general direction of the Staff Services Manager II (SSM II), the Staff Services Manager I manages a group of technical analysts and specialists with the responsibility for performing a wide variety of duties in the Department's Workers' Compensation Program. The Staff Services Manager I demonstrates a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds our customers' expectations

TYPICAL DUTIES:

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

40% E Manage, direct and implement the Department's Workers' Compensation Return to Work (RTW), and Workers' Compensation Payroll and Benefits Branch and ensures benefits and services are provided to injured or ill employees on a timely basis. Supervises a staff of return-to-work coordinators who consult with and provide technical assistance to managers and supervisors regarding workers' compensation, and other medical issues, determining the most appropriate course of action. Supervises a staff of senior personnel specialists performing activities related to the workers' compensation payroll, document processing and benefits are in accordance with State rules, regulations and policies. Delegates, assigns, and coordinates work activities. Provides leadership and guidance to subordinate staff. Ensures that all subordinate staff are committed to providing quality customer service and thoroughly meeting the customer's needs. Provides recommendations for hires of subordinate staff. Determines training needs for staff and ensures training is provided. Prepares probationary and other staff evaluations as necessary.

25% E Consults with the State Compensation Insurance Fund (State Fund) to develop strategies for claim management and reduction of caseload inventory with the goal of containing or reducing workers' compensation costs. Defines the parameters and authorizes settlement authority to State Fund legal staff in the settlement of all injury claims involving permanent disability up to \$50,000.00. In evaluating demands from the injured employee or their legal representative the SSM I must consider budgetary as well as staffing impacts to the Department. Consults with

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and makes recommendation to the Office Chief, in the settlement of all claims up to the amount of \$100, 000.00. Consults with and makes recommendation to the Division Chief, in the settlement of all claims in excess of \$100,000.00. Keeps management apprised of any complex or high level claims that may adversely impact the department.

15 % E

Ensures development and maintenance of the RTW program for the temporary or permanent placement of employees with disabilities resulting from work injuries or illnesses. Consults with all levels of departmental staff providing guidance and direction regarding return-to-work and reasonable accommodation issues pertaining to WCAB claims. Reviews and evaluates the requests for compliance using established criteria and medical information. Documents and tracks the status of requests for reasonable accommodation.

10% E

Interprets, applies and direct staff in the interpretation of the labor codes, government codes, Federal regulation and appropriate laws, rules, policies, and procedures to ensure legal compliance in the day-to-day operation of duties. Provides guidance in the development of procedural manuals relating to new departmental processes, and identifies and initiates necessary manual revisions. Makes recommendations on program related problems, reviews and analyzes proposed legislation and advises management on its impact or potential impact. Provides technical interpretation of policies and procedures to staff.

Prepares, maintains and reconciles statistical data and reports related to assignments. Develops strategies and prepares recommendations to management on ways to control workers' compensation costs May work with and make recommendation to Health and Safety staff in the Division of Safety and Management Services for corrective action to minimize repeat injuries

5% E

Participates as a Departmental representative on a number of statewide committees, task forces, and continuous improvement teams as requested by management. Participates on special projects and workgroups, and assist in completing special projects as directed. Research past practices and policies and evaluate projects to ensure departmental mission and goals are met.

5% M

Acts as a liaison between Service Centers, State Fund, State Controller's Office, State Personnel Board, CalPERS, and , California Department of Human

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

Supervises a staff of Associate Personnel Analysts/Staff Services Analysts and Senior Personnel Specialist performing a variety of work in the area of Workers' Compensation (WC) Program – WC Claims Management /Return-to-Work/ WC Payroll and Benefits.

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KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Incumbent must have full knowledge of the laws, rules and regulations pertaining to Americans with Disabilities. Specific knowledge of Reasonable Accommodation rules and those pertains to the Limited Examination and Appointment Program. Must have a full understanding of how the Department of Transportation is organized and operates, must understand the relationship between the department and various control agencies, particularly State compensation Insurance fund, Workers' compensation appeals Board, and the California Department of Human Resources. Ability to reason logically and reactively and utilize a variety of analytical techniques to resolve issues and problems, Ability to effectively interpret civil laws and rules and various personnel manuals from SCO, PERS, and CalHR as well as Departmental procedures and bargaining unit MOUs. Must have skills and ability to utilize computers to perform word processing, develop spreadsheets, create and update databases, including Microsoft Word, Excel, and FileMaker Pro. Must have the ability to effectively utilize all available resources, analyze situations accurately and take effective action, and be able to effectively present information in written and oral form.

Incumbent must have full knowledge of the laws, rules and regulations pertaining to the Workers' Compensation Program in California. Knowledge of the principles and practices in public and business administration, including personnel management, including personnel record keeping, personnel transactions and payroll processes, classification and pay issues, labor relations and employee supervision, development and training, Caltrans policies and procedures, safety, health and equal opportunity objectives.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent independently manages the day-to-day operations of the Workers' Compensation (WC) Program – WC Claims Management /Return-to-Work/ WC Payroll and Benefits Branch, identifying problems, determining training needs, developing staff and implementing policies and procedures as it relates to the program. Poor judgment in monitoring, evaluating and reporting information could affect staff's ability to effectively provide quality personnel and payroll-related 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 DHR'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 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. May also be required to lift, carry, and move boxes of material from one location to another. Employee will be required occasionally to 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. Employee must sustain concentration level needed for reviewing material, auditing, problem solving and reasoning. Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; resolve emotionally charged issues reasonably and diplomatically; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat others with respect

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.

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