



PERSONNEL COMMISSION

Class Code: 5096
Salary Range: 35 (CO)

RETURN TO WORK SPECIALIST (C)

JOB SUMMARY

Under general direction, perform a variety of specialized and confidential duties in support of the District's Return to Work program to facilitate the early return to work of employees; prepare a variety records and reports related to assigned activities; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Coordinate and implement the District's Return to Work program to facilitate the early return to work of employees; assure compliance with applicable laws, codes, rules and regulations; maintain confidentiality of sensitive and privileged information. **E**
- Analyze circumstances of claims, injury records and medical evaluations; assure prompt delivery of medical and financial services and the return of injured workers to safe and productive employment as soon as possible. **E**
- Consult with medical professionals regarding employee injuries, medical treatments, disability management, therapy requirements, length of recuperation, work restrictions and special accommodations to assist employees return to work. **E**
- Develop individual employee return to work plans; arrange for appropriate medical, vocation and work capacity assessments; schedule Americans with Disabilities (ADA) meetings with employees; identify other support services that may assist employees including counseling and community organizations. **E**
- Serve as a District point of contact for accommodation efforts in cases involving occupational injury; assure job search is conducted, light duty identified and various avenues of placement are explored. **E**
- Confer with appropriate departments to find suitable positions within doctor restrictions; identify limited or light duty transitional positions and alternate duties for employees who can work while recovering under a physician's care; obtain necessary medical data to make decisions regarding return-to-work and placement. **E**
- Assure elements of individual employee plans are in place such as specialized equipment, assistive technology and other job modifications; track employee placements and monitor employee activities to assess progress and assure compliance with Return to Work restrictions. **E**
- Communicate with District personnel, rehabilitation counselors, Third Party Administrators, claims examiners, attorneys, investigators, medical personnel and

other outside agencies to exchange information, resolve issues or concerns and coordinate activities. *E*

- Develop a variety of narrative and statistical reports; evaluate program costs and trends and the overall effectiveness of program operations; prepare reports regarding workers' compensation issues for use in collective bargaining activities. *E*
- Establish and maintain a variety of auditable records and files related to assigned activities; purge records and files in accordance with established procedures and regulations. *E*
- Compose a variety of correspondence including forms, letters, memoranda, special projects, legal documents and other materials; develop a Return to Work program manual for District-wide distribution. *E*
- Conduct Return to Work trainings and workshops for District employees to enhance the quality and visibility of the District's Return to Work program. *E*
- Operate a variety of office equipment including a computer and assigned software; drive a vehicle to visit sites and employees. *E*
- Attend a variety of meetings and conferences to maintain current knowledge of current legislation regarding Workers' Compensation and Return to Work issues; prepare and deliver oral presentations as requested; represent the District at employee disciplinary and grievance hearings as necessary. *E*
- Train and provide work direction and guidance to technical and clerical personnel as assigned.
- Provide assistance in other areas of Workers' Compensation division operations and activities as needed.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Return to Work Specialist (C) arranges for the early return to work of injured and ill employees throughout the District and serves as a District point of contact for accommodation efforts in cases involving occupational injury.

EMPLOYMENT STANDARDS

Knowledge of:

Methods, practices and procedures used in Return to Work programs.

Principles of disability management.

Regulatory agencies governing workers' compensation insurance.

Applicable laws, codes, rules and regulations related to assigned activities.

Workers' Compensation benefit systems.

Vocational rehabilitation and related practices.

District policies and procedures relating to processing Workers' Compensation claims.

Legal and medical terminology related to Workers' Compensation and federal regulations.

Research methods and report writing techniques.

Record-keeping techniques.

Public speaking techniques.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Operation of a computer and assigned software.

Ability to:

Coordinate and implement the District's Return to Work program to facilitate the early return to work of employees.

Interpret, apply and explain applicable laws, codes, rules and regulations.

Explain Workers' Compensation coverage and benefits to employees.

Establish and maintain comprehensive records and prepare reports.

Analyze facts, information and data.

Understand and work within scope of authority.

Compose written correspondence independently.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Maintain confidentiality of sensitive and privileged information.

Meet schedules and timelines.

Plan and organize work.

Analyze situations accurately and adopt an effective course of action.

Operate a variety of office equipment including a computer and assigned software.

Work independently with little direction.

Prepare and deliver oral presentations.

Education and Training:

Bachelor's degree including coursework in Workers' Compensation or a closely related field.

Experience:

Two years of experience involving the implementation of Return to Work or Workers' Compensation programs.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Certification as a Certified Return to Work Coordinator is highly preferred.

Positions in this classification require the use of a personal automobile and possession of a valid California Class C driver's license at the time of appointment.

WORKING ENVIRONMENT

Office environment.

Driving a vehicle to conduct work.

Potential for contact with dissatisfied or abusive individuals.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information and make presentations.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Reaching overhead, above the shoulders and horizontally to file materials.

Bending at the waist, kneeling or crouching to file materials.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.