

RETURN TO WORK SPECIALIST

DEFINITION

Implements Return to Work programs by coordinating between employees, supervisors, Third Party Administrator (TPA), and medical providers for an employee's return to work, from an illness or injury, with temporary and permanent or long term restrictions.

TYPICAL DUTIES

Implements the Return to Work programs by coordinating with schools and offices to develop reduced, modified, and alternate duties, to allow the early return to work of injured and/or ill employees.

Acts as Third Party Administrator (TPA) liaison concerning all return to work activities.

Coordinates with schools, offices, and employees, to develop alternatives jobs or transitional positions to place injured/ill employees.

Tracks employee placement and maintains oversight of employee's activities to ensure employee's compliance with restrictions.

Works as a team with operating departments to create innovative Return to Work accommodations.

Works with operating departments to ensure the Return to Work and Reasonable Accommodation policies, programs, and practices are in regulatory compliance.

Performs file reviews of TPA for Return to Work success rates, timeliness, and contacts.

Answers questions regarding Return to Work, and other disability programs.

Interfaces with the Human Resources Division and the Personnel Commission to determine appropriate alternative assignments.

Coordinates with the Workers' Compensation Claims Processing Specialists when necessary.

May provide Return to Work training and education programs to enhance the quality and operating performance of the District's Return to Work and Reasonable Accommodation Programs.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Return to Work Specialist arranges for the early return to work of injured and/or ill employees, throughout the District, and acts as a liaison between the employee, TPA, and the District.

A Workers' Compensation Claims Processing Specialist participates in the claims processing activities of the Workers' Compensation Section.

A Senior Insurance Technician responds to and resolves the more difficult and complex inquiries by applying detailed knowledge of rules and regulations in interpreting District health and welfare benefits, contracts, reasonable accommodations, and liability claims. Positions in this classification may have assigned specialty areas.

SUPERVISION

General supervision is received from a Claims Coordinator or Absence Coordinator. Work direction may be exercised over assigned clerical personnel.

CLASS QUALIFICATIONS

Knowledge of:

- California Labor Code provisions pertaining to workers' compensation and Cal/OSHA regulations
- Federal and state laws related to family leaves and disability issues
- Vocational rehabilitation and related practices
- Rules and regulations of the California Division of Industrial Accidents and Workers' Compensation Appeals Board
- Medical and legal terminology related to workers' compensation and disability management

Ability to:

- Analyze, interpret, and apply laws, rules, and regulations pertaining to workers' compensation and occupational health and safety, and medical/disability management
- Analyze individual claims and use judgment and tact in recommending or exercising appropriate action
- Write clear, comprehensive, and accurate reports and correspondences
- Interpret statistics and make accurate arithmetical computations
- Work effectively with District personnel and the public

ENTRANCE QUALIFICATIONS

Education:

Two years of college, preferably supplemented by courses in workers' compensation, business or public administration, law, or finance from an accredited college. Qualifying experience beyond that required may be substituted for the required education on a year-for-year basis, provided that the requirement of a high school diploma or equivalent is met.

Experience:

Two years of experience as a workers' compensation or disability claims adjuster.

OR

Two years of experience performing duties that required interpretation, explanation, and application of rules and regulations applicable to equal employment opportunity and disability management, protected leaves, benefits administration, or workers' compensation.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle, or the ability to utilize an alternative method of transportation.

This class description is not a complete statement of essential functions, responsibilities or requirements. Requirements are representative of the minimum level of knowledge, skill and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised
09-08-14
CA

Reviewed
02-03-21
CA

Updated
04-07-25
Transportation
Language Only