



Career Service Authority
Modified Duty Coordinator

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GENERAL STATEMENT OF CLASS DUTIES

Performs full performance paraprofessional work coordinating appropriate work assignments for eligible employees injured on the job who are capable of performing modified duty.

DISTINGUISHING CHARACTERISTICS

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Serves as a technical advisor for modified duty program, provides consultative and technical guidance to city employees/managers and/or other stakeholders, and assists in resolving difficult and sensitive inquiries and complaints.

Monitors modified duty participants on an ongoing basis, confers with affected city agencies and health care providers to coordinate proper and authorized modified duty work placement, and perform unannounced site visits to monitor work assignments.

Researches and performs modified duty activity in accordance with Colorado Worker's Compensation Laws, implements appropriate modified duty program policies and procedures, and communicates the changes and impact of changes on operations to city employees and management.

Prepares a variety of reports, correspondence, and other documentation and provides operational information and statistical data for management/departmental use and responds to inquiries relative to the unit.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds & situations; is sensitive to individual differences

Oral Communication - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Integrity/Honesty - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Customer Service - Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows services; is committed to providing quality services.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

Decision Making - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Planning and Evaluating - Organizes work, sets priorities, determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization.

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Physical Demands:

Balancing: maintaining body equilibrium to prevent falling over
Carrying: Transporting an object usually by hand, arm or shoulder.

Eye/Hand/Foot Coordination: performing work through using two or more.

Fingering: picking, pinching or otherwise working with fingers.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Hearing: perceiving the nature of sounds by the ear.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Walking: moving about on foot on uneven surfaces.

Accommodation: ability to adjust vision to bring objects into focus.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less

Working Environment:

Exposed to unpleasant elements (accidents, injuries and illness). Subject to many interruptions and occasional pressure due to multiple calls and inquiries.

Education Requirement:

Associate Degree

Experience Requirement:

Three years of technical experience in career, vocational or educational counseling, social work or a closely related field.

Education/Experience Equivalency:

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Janell Flaig

REVISED DATE: 06/14/2009

REVISED BY: Meredith Creme

CLASS HISTORY: 06/14/09: The class spec was put into the new format; the General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.