



USC University of
Southern California

Return to Work Coordinator Job Description

JOB INFORMATION

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|--------------------------|---|
| <i>Job Code:</i> | 117031 |
| <i>Job Title:</i> | Return to Work Coordinator |
| <i>FLSA Status:</i> | Non-Exempt |
| <i>Supervisory:</i> | May supervise student, temporary and/or resource workers. |
| <i>Job Family:</i> | HR Administration |
| <i>Job Family Group:</i> | Human Resources |
| <i>Management Level:</i> | 7 Individual Contributor |

JOB SUMMARY

Responsible for processing and coordinating overall return-to-work administration, from the notification that an injured employee is able to return to work with a request for accommodation(s) until the employees release to full duty. Administers and implements established and recognized principles of disability case management.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> | |
|------------|-------------|-------------------|-------------------------|----|
| X | | Bachelor's degree | | |
| | X | Bachelor's degree | | In |
| | X | Bachelor's degree | Business Administration | Or |
| | X | Bachelor's degree | Human Resources | Or |
| | X | Bachelor's degree | Law | Or |
| | X | Bachelor's degree | Communication | Or |
| | X | Bachelor's degree | in related field(s) | |

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i> | |
|------------|-------------|------------------------|---------------------------------------|--|
| X | | 1 year | | |
| | X | 3 years | in HR or return-to-work coordination. | |

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|---|
| X | | Experience in Family and Medical Leave Act and ADA administration. |
| X | | Demonstrated working knowledge of FMLA, CFRA, ADA, FEHA requirements and workers' compensation laws. |
| X | | Ability to handle sensitive information with discretion and maintain confidentiality. |
| X | | Strong written and verbal communication skills, able to maintain a consistently positive attitude and courteous phone/email tone. |
| X | | Strong organizational and analytical skills, able to think strategically and creatively. |
| X | | Proficiency with Microsoft Office. |
| | X | Experience in higher education. |
| | X | Experience reconciling discrepancies across documentation and driving resolutions of differences. |
| | X | Ability to provide clear and concise instructions to employees, simplifying the policies and procedures needed to complete processes. |
| | X | Ability to provide high level overview of return-to-work strategies and coordinate across multiple teams. |
| | X | Experience vetting and partnering with external providers. |
| | X | Ability to translate meaning, identify issues and make process improvement recommendations. |
| | X | Experience reporting and presenting findings after analyzing data. |
| | X | Excellent interpersonal skills, emotional intelligence, and relationship-building abilities. |

Certifications

| Req | Pref | Select Certifications | Enter Additional Certifications |
|-----|------|-----------------------|--|
| X | | | Certified Professional Disability Management and/or California Workers' Compensation Claims Administration certifications. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| Analyzes medical work restrictions, makes recommendations to return injured employees back to gainful employment, and maintains best practices by facilitating interactive processes. Creates, analyzes and evaluates statistical data, developing monthly and annual metrics on accommodation processes. | | | | |
| Serves as university liaison on all matters related to workers' compensation and return-to-work eligibility and/or certification, as well as point of contact for internal/external stakeholders - including the injured employee requiring accommodations. Provides ongoing consultation and problem-solving assistance to employees on the return-to-work process and temporary transitional assignments within and outside the university, all while maintaining transparency with their home department. | | | | |
| Ensures compliance with all applicable federal, state, and local laws and regulations (e.g., workers' compensation, Americans with Disabilities Act, Fair Employment and Housing Act) and university policies and procedures. | | | | |
| Stays current with latest return-to-work program knowledge, best practices and initiatives. Supports continuous performance improvements with guidelines, policy development, workflows, training and quality standards. | | | | |
| Develops strong, credible relationships from demonstrated ethical judgment, behavior and practiced confidentiality. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics. | | | | |

Other Requirements

| Essential: | Emergency Response/Recovery | Essential: | Mandated Reporter |
|------------|--|------------|--|
| | In the event of an emergency, the employee holding this position is required to "report to | | A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects |

Other Requirements

| | | | |
|--|---|-------------------|--|
| <i>Essential:</i> | <i>Emergency Response/Recovery</i> | <i>Essential:</i> | <i>Mandated Reporter</i> |
| | duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed. | | a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/ |
| <i>Campus Security Authority (CSA)</i> | | | <i>Essential:</i> |
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/ | | | Yes |

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.