



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
6/18/2025

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc – Supervisory
Mgmt Svc – Managerial
Mgmt Svc - Confidential

Agency: Department of Consumer & Business Services

Facility: Labor & Industries Building

- New
Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Program Analyst 2
b. Classification No: C0861
c. Effective Date: July 1, 2026
d. Position No: 9000.043
e. Working Title: Worksite Modification Consultant
f. Agency No: 44000
g. Section Title: Resolution Section (Employment Services Team)
h. Budget Auth No: 000230780
i. Employee Name:
j. Repr. Code: OAS
k. Work Location (City – County): Salem – Marion
l. Supervisor Name: Charity Steffen

m. Position: Permanent, Full-Time, Seasonal, Part-Time, Limited Duration, Intermittent, Academic Year, Job Share

n. FLSA: Exempt, Non-Exempt, If Exempt: Executive, Administrative, Professional, Computer
o. Eligible for Overtime: Yes, No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Department of Consumer and Business Services (DCBS) is Oregon's largest business regulatory and consumer protection agency. The department administers state laws and rules to protect consumers and workers in the areas of workers' compensation, occupational safety and health, financial services, insurance and building codes.

DCBS consists of the Workers' Compensation Division; Oregon Occupational Safety and Health Division; Division of Financial Regulation; Building Codes Division; Small Business Ombudsman; and Ombudsman for Oregon Workers. The department provides shared services to all divisions through the Director's Office and Central Services Division. The department also provides shared services to the Workers' Compensation Board. DCBS employs 950 employees and has a biennial operating budget of approximately \$685 million.

The Workers' Compensation Division administers, regulates, and enforces the law to protect benefits related to workers' on-the-job injuries and illnesses, while providing a positive business climate for Oregon businesses. Workers, employers, insurance companies, medical and vocational providers, attorneys, service companies and others participate in the workers' compensation system. The division has 175 positions and a biennial operations budget of approximately \$60 million. The division is led by the Administrator's Office and is organized into four sections: Modernization Operations, Performance, and Resolution.

WCD's mission: "We ensure an equitable workers' compensation system for all."

The **Resolution Section** regulates and administers workers' compensation benefits; promotes and facilitates stay-at-work and early return-to-work; and provides fast, flexible, and impartial dispute resolution services. The section resolves disputes about insurer decisions regarding claim classification, claim closure, temporary disability awards, permanent disability awards, vocational assistance eligibility, and other vocational assistance decisions. Actions of the section affect the amount and timeliness of benefits received by injured workers.

The **Employment Services Team (EST)** develops administrative rules to encourage and regulate injured workers' return-to-work and stay-at-work through re-employment assistance and vocational assistance. The team oversees and promotes use of the insurer administered Employer-at-Injury Program; promotes the use of and administers the benefits of the Preferred Worker Program (PWP); provides training and education to assist insurers, employers, and workers in benefits of the PWP; and resolves disputes arising from insurer decisions regarding vocational assistance in a fair, just, and objective manner through administrative review and by facilitating alternative dispute resolution.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Provide technical direction to Oregon's injured workers, agency staff, other state agencies, local governments, community organizations, and employers, to facilitate the delivery of worksite modification and other reemployment assistance from the Workers' Benefit Fund in accordance with statute and administrative rules. The Worksite Modification Consultant represents the Employer-at-Injury Program and the Preferred Worker Program. Collaborates with other state agencies, government and community organizations, private businesses and injured workers to plan program services, establish new programs, and maximize resources to achieve similar goals. The consultant develops program standards that others must follow to obtain program funding, works with others to gain agreement on acceptable operational procedures and use of resources. The consultant is considered technically authoritative within the program areas and must integrate the program among organizations with conflicting, overlapping and inconsistent requirements or objectives. Provides education and training to inform the public and agency staff about related laws, rules and regulations, job modification options and the availability of reemployment assistance through the Preferred Worker Program and the Employer-at-Injury Program.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
Ongoing			<p><i>Perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Develop good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness of constructive feedback and suggestions, in an effort to strengthen work performance. Contribute to a positive, respectful and productive work atmosphere.</i></p> <p><i>Foster and promote the importance and value of a diverse, discrimination and harassment free workplace. Respect diversity of opinions, ideas, and cultural differences. Support outreach and diversity related efforts in order to diversify the workforce.</i></p> <p><i>Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.</i></p>
30%		E	<p>Provides technical guidance and consultation, and develop plans based on the needs of program recipients and their employers and insurers on issues related to the administration, enforcement, and provision of benefits and services in accordance with Oregon Workers' Compensation Statutes.</p>

			<p>Independently provides direct worksite analysis and/or consultative services to Oregon's workers and employers, which include:</p> <ul style="list-style-type: none"> ❑ Analyzing job tasks in actual work environments, through observation and measurement ❑ Conducting ergonomic assessments and human factors studies ❑ Identifying worksite and job-related hazards. Developing functional descriptions of injured workers' limitations and physical capacities. Recommending and selecting appropriate forms of modification to eliminate hazards ❑ Reviewing alternative product specifications, vendor proposals and bids, and approving expenditures from the Workers' Benefit Fund ❑ Preparing for onsite evaluations by reviewing medical records to establish workers' permanent injury-caused physical limitations; developing the record to support worksite modification requests when existing information is limited or inconclusive. ❑ While onsite, interviewing employers, workers and co-workers to determine job elements; observing tasks being performed; taking and recording measurements; objectively summarizing findings in case notes and formal job analysis; preparing written recommendations for workers and employers; occasionally photographing or videotaping work environment. ❑ Making recommendations in accordance with current ergonomic and technical literature, field experience; and utilizing Oregon Safe Employment Act, ANSI, NIOSH and other relevant standards. ❑ Initiating contracts with other professional consultants to ensure Preferred Workers and employers receive timely and appropriate worksite modification assistance. Overseeing delivery of services, evaluating contractor performance and recommendations, approving payments to contractors ❑ Following up to ensure worksite modification success
25%		E	<p>Reviews worker reemployment proposals and requests for assistance in various stages of development. Determines eligibility for all types of Preferred Worker Program assistance. Evaluates existing medical, vocational and other pertinent information; develops additional information when existing record is scanty. Prepares contracts for expenditures of up to \$35,000 routinely, and over \$100,000 for exceptional cases, from the Workers' Benefit Fund. Processes contracts and payments, with full signature authority.</p> <p>Completes accurate case notes, technical reports and other communications to facilitate worksite modification placement, monitor effectiveness of worksite modification equipment and to create a complete record for unit staff, management and auditors.</p>
20%		E	<p>Responds to frequent telephone and in-person queries from internal staff, employers, insurers, vocational counselors, State agency personnel, and stakeholders regarding program requirements and eligibility; worksite modification products, sources, availability and performance; ergonomic resources and information; administrative rules and procedures. Gives authoritative advice on program content and service delivery to state program staff, other agencies, community organizations, and other stakeholders to solve problems and assist them in setting up new programs. Assists in developing plans based on the needs of program recipients.</p>
15%		E	<p>Promotes and actively seeks opportunities for Employment Services Team training and related services to be offered to the public. Collaborates with program representatives to develop plans that increase program effectiveness. Identifies barriers to program participation and designs strategies to eliminate barriers. Meets with members from other organizations to help them identify needs and plan types of activities which will best meet those needs. Identifies industries and groups who are interested in training or presentations for their constituents or members. Contacts private businesses, organizations, and special interest groups to identify</p>

			<p>training needs for the Employer-at-Injury and Preferred Worker Programs as well as the Preferred Worker Program Job Match.</p> <p>Develops promotional and communication plans, training programs and educational resources designed to maintain positive relationships with the public, program stakeholders, other agencies and related programs. Represents DCBS to the public including workers, insurers, employers, self-insureds, vocational providers, attorneys and other interest groups on a statewide, and occasionally on a national-basis. Uses in-depth knowledge and skill to provide these groups and internal department staff with consultation, interpretation, advice and training on program services and workplace redesign issues.</p> <p>Analyzes and researches technical literature and publications, as well as federal and state regulations related to ergonomics and job accommodation for the disabled. Prepares analyses and recommendations for internal management and external distribution. Maintains extensive resource/reference library for internal and external use. Contributes technical information to the Division's publications.</p>
10%		E	<p>Reconciles returned invoices against approved Authorization for Payment. Reconciles invoices and requests for reimbursement against items approved by the PWP Agreement. If discrepancies are identified, contacts relevant parties by phone, fax or in writing to resolve issue. If items purchased are unauthorized, sends written denial.</p> <p>Evaluates program service problems or successful operational practices, suggests procedures to improve program operations, and recommends modifications to program operations to support new or changing program priorities. Assists in the preparation and review of policies and procedures, administrative rules and bulletins. Recommends legislative concepts and rule changes. Prepares position papers on technical issues relating to reemployment assistance. Gives technical assistance on changes or improvements to program objectives, using facilities and staff to best advantage, redirecting program service in more productive areas, developing and installing reporting systems.</p> <p>Investigates complaints of program misuse, conducts investigations and recommends appropriate corrective actions. Negotiates outcomes with parties. Prepares written conclusions.</p> <p>Initiates reconsiderations of program decisions and reviews conclusions of peers. Prepares summaries for analysis by the division Administrator.</p> <p>Participates as a team member in various projects in the unit, section and division.</p>
<u>100%</u>			

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Working hours are generally 8:00 a.m. to 5:00 p.m. but may be flexible and may include weekend, early morning or late night hours. Approximately 60% of the job is in a typical office environment. Occasional overnight travel and solitary driving in isolated areas may be required to visit work sites. There is frequent exposure to any and all types of conditions found in work places throughout the state and to all kinds of weather. Transportation and use of personal protective and training equipment is required. Frequent contact with assertive and / or manipulative individuals in the workers' compensation system. Frequent telephone consultation with all parties.

This position is eligible to telework on a part-time basis once the incumbent has gained the proficiency to perform work independently. However, regular, scheduled office hours are also required.

SECTION 5. GUIDELINES

- a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

ORS Chapter 656, Workers' Compensation Law
 OAR 436-105, Employer-at-Injury Program
 OAR 436-110, Reemployment Assistance Rules
 OAR 436-120, Vocational Assistance Rules
 Bulletin 124, Procedures under the Vocational Assistance Rules
 Bulletin 189, Preferred Worker Program under the Workers' Benefit Fund
 Bulletin 260, Employer-At-Injury Program under the Workers' Benefit Fund
 Administrative Procedures Act, ORS 183
 Model public contract rules, OAR 137
 WCD Focus Newsletter
 National census standards such as NIOSH, ANSI, NFPA
 WCD guidelines for administrative rules
 Staff meeting notes
 Handbook of Procedures
 DCBS policies and procedures
 DAS policies and procedures
 DCBS program directives and manuals
 Division, Section and Unit policies and procedures
 WCD / ED Cooperative Agreement
 Private rehabilitation organization contracts

- b. How are these guidelines used?

These are reference manuals, rules and contracts that are interpreted to perform the duties of a worksite modification consultant. They are used to enforce all Workers' Compensation laws and to determine employer and worker eligibility for assistance; to guide decision making regarding appropriate worksite modification; to ensure appropriate contract maintenance and development and to publicize the program to Oregon employers and workers.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Employers	Telephone, in person, in writing	Program information, job analysis, contract development, equipment selection, follow-up	Daily
Workers	Telephone, in person, in writing	Program information, eligibility determination, contract development, equipment selection, follow-up	Daily
Insurers/Internal Agency Staff	Telephone, in person, in writing	Program parameters, rule interpretation, eligibility issues, technical worksite modification information, payment for equipment	Daily
Vocational Counselors	Telephone, in person, in writing	Rule interpretation, technical worksite modifications, eligibility issues, development of contract support	Daily
Vendors	Telephone, in person, in writing	Discuss equipment alternatives and specifications, equipment	Daily

		applications, product cost and availability, payments	
Attorneys	Telephone, in person, in writing	Rule interpretation, program parameters, dispute resolution and mediation	Weekly
Other Public Agencies, community and professional organizations	Telephone, in person, in writing	Program information, eligibility issues, rule interpretation, coordination of services	Weekly
Contractors	Telephone, in person, in writing	Arrangements for professional consulting services (engineering)	Monthly

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

The program rules and procedures provide general guidelines to follow in order to reach desired outcomes, but all consultant decisions are required to be “reasonable, practical and feasible.” In the absence of strict guidelines, after a consultant receives an assignment, he/she proceeds with complete independence, and functions in all aspects of the assignment within the limits of acceptable practices and administrative policy. The consultant may request help from the Manager on difficult technical problems and decisions.

The consultant determines the nature and extent of assistance for which qualified workers and employers are eligible. Approves/denies return-to-work assistance requests from workers and employers. Approval results in thousands of dollars of workers’ wages reimbursed to Oregon employers, thousands of dollars funded to relocate workers for employment, and thousands of dollars for tools and other expenses so that workers are able to accept job offers. Approves/denies funding for worksite modification requests to allow a worker to perform a job within worker’s physical limitations. Costs occasionally exceed \$100,000. Denying employers worksite modification assistance may result in disruption of production and loss of skilled workers, tens of thousands of dollars of additional claim costs and increased workers’ compensation premiums.

Interprets program to employer, worker, insurer and others so the community is aware of services available. Not doing this would be a disservice to the community and would result in loss of employment opportunities for Oregon workers and employers.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Compliance & Regulatory Manager 1	3000.560	Reviews the work of this position via periodic weekly staffings, or more frequently if needed to expedite specific projects.		

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

SECTION 9. OVERSIGHT FUNCTIONS**THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY**

a. How many employees are directly supervised by this position? 0
 How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

- | | |
|--------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

Special Requirements:

This position requires a valid driver's license, and acceptable driving record.

Position is subject to a criminal background check.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>		

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

_____ Employee Signature	_____ Date	_____ Supervisor Signature	_____ Date
_____ Appointing Authority Signature	_____ Date		