

DUTY STATEMENT



☐ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Supervising Workers' Compensation Consultant		WORKING TITLE Supervising Workers' Compensation Consultant		
PROGRAM NAME Division of Workers' Compensation			UNIT NAME Medical - IMR/IBR	
ASSIGNED SPECIFIC LOCATION Oakland			POSITION NUMBER 400 – 604-9212-046	
BARGAINING UNIT S01	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the general direction of the Workers' Compensation Compliance Manager within the Medical Unit of the Division of Workers' Compensation, the Supervising Workers' Compensation Consultant incumbent will monitor policies and procedures to ensure compliance with current statutes and regulations and effective deliver of benefits for injured workers. Duties include, but are not limited to the following:

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
40	Plans, organizes, directs, and reviews the work of subordinate staff. Evaluates performance and supervises the technical aspects of the work of the Independent Medical Review (IMR) and Independent Bill Review (IBR) program staff within the Medical Unit. Provides assistance with or personally handles the more difficult and sensitive cases. Provides guidance to the workers' compensation community including injured workers, attorneys, medical providers, and claims administrators.
25	Oversees and ensures compliance with DWC Medical Unit policies and procedures. Makes recommendations to the Medical Unit Manager on IMR/IBR program policies and procedures. Provides direction where needed and tracks necessary statistics for reporting to upper management. Provides technical expertise and determination on complex medical necessity and medical billing review disputes flagged by staff and/or the Independent Medical Review Organization and Independent Bill Review Organization.
20	Provides training for new staff and on-going training and technical consultation to staff and the public. Prepares and reviews amended Administrative Director's Determinations; conducts special projects; and monitors IMR and IBR appeals from the Workers' Compensation Appeals Board.
10	Assists upper management in identifying the need for new or amended policy and aids in the development of appropriate policies and procedures.

DUTY STATEMENT



Percentage of Time Spent	Marginal Job Functions
5	Performs other job related duties as assigned to fulfill operational needs of the DIR, DWC and the DWC Medical Unit. This includes but is not limited to assisting with DWC conferences and training programs.

Conduct, Attendance, and Performance Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee, you are responsible for arriving to and leaving work at the times agreed upon by your supervisor including returning on time after lunch and break periods. You are expected to behave courteously and responsibly at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it. You and your supervisor will participate in the regular employee appraisal process throughout your career. This appraisal process affords you and your supervisor an opportunity to discuss your job performance and career development.

Supervision Received

The Supervising Workers' Compensation Consultant reports directly to and receives the majority of assignments from the Workers' Compensation Compliance Manager; however, direction and assignments may also come from upper management in the Division of Workers' Compensation.

Supervision Exercised

Under Workers' Compensation Compliance Manager the Supervising Workers' Compensation Consultant supervises the IMR and IBR staff.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent will work 40 hours per week in an office setting equipped with standard office equipment. Air conditioned, in a high-rise building with elevator access, cubicle with natural and artificial lighting. Telework, when appropriate, may be approved at the discretion of the Workers' Compensation Compliance Manager.

Special Requirements/Other Information

The incumbent must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels both within and outside of DIR to complete work assignments related to developing policies and procedures. The incumbent must exercise the ability to independently make decisions and perform actions having broad implications on various aspects of DIR's personnel processes. In addition, the incumbent must demonstrate the ability to use Internet, email, desktop applications and presentation software to complete assignments.

Physical Abilities

The ability to use a computer, telephone, and other office equipment such as copiers and scanners is necessary. The incumbent may be required to travel by car or airplane. No other specific physical

DUTY STATEMENT



abilities are required.

Additional Requirements/Expectations

The incumbent must be dependable and have the ability to work cooperatively with staff at all levels both within and outside the Department. The incumbent must have the ability to communicate effectively in order to complete work assignments. The incumbent must be willing to travel to the Oakland headquarters office.

Personal Contacts

The incumbent will have frequent interactions with members of the public and the general workers' compensation community. The Supervising Workers' Compensation Consultant will work closely with other units within the Division and will handle highly sensitive personal identifiable information including, but not limited to, personal medical information of injured workers.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date