



Position Information

Employee Name:

Position Title:

Senior SIU Manager

Program:

Special Investigations Unit

Work Unit:

SIU

Classification:

Supervising Special Investigator II (Non-Peace Officer)

Report To:

Program Manager II, SCIF (Vice President of SIU)

Collective Bargaining Identifier (CBID):

S07

Fair Labor Standards Act (FLSA) Status:

Not Covered, Exempt. Work Week Group E

Special Requirements

Conflict of Interest Designation: Yes

This position is designated under the State Fund Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may have a material effect on personal financial interests. The selected candidate is required to complete the Statement of Economic Interest—Form 700 within 30 days of appointment and once per year thereafter.

Program Information:

The Special Investigation Unit (SIU) protects and preserves the integrity of the California workers' compensation system by identifying, investigating, and helping prevent insurance fraud. SIU carries out its mission through proactive detection, thorough investigations, and collaborative partnerships with internal business units and external agencies, including law enforcement.

SIU contributes to State Fund's enterprise goals by reducing fraud-related costs, strengthening claim and policy integrity, and supporting sound decision-making. The program's work directly enhances State Fund's ability to provide fair, consistent, and lawful workers' compensation services. SIU also plays a strategic role in enterprise initiatives by offering subject matter expertise, developing anti-fraud strategies, and supporting organizational priorities through cross-functional collaboration.

Purpose/Scope:

Under the direction of the Program Manager II, SCIF (Vice President of SIU), provide active leadership and mentoring to the SIU Supervisors, Special Investigators, and other assigned personnel in SIU. Ensure personnel are achieving set goals and expectations of the program. Leading a team of front-line SIU Supervisors to ensure quality and operational standards are being followed per the SIU policies and procedures. Provide guidance and feedback to SIU Supervisors on performance matrix and results. Work and collaborate with both internal business units and external partners to promote collaboration and success of State Fund enterprise-wide goals. As part of SIU Senior Leadership develop future

goals and priorities; evaluate program and corporate guidelines; establish department goals to meet operational objectives; assist in the drafting and implementing of the SIU Budget Plan objectives. Draft and implement action plans that address operational needs. Assess and build employee engagement strategies. Will lead or serve as the SIU representative on various project initiatives and teams. Act as the SIU SVP in their absence.

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

45% Essential

1. Leadership & Staff Development

- a. Provide active leadership and mentoring to the Supervising Special Investigator I, Special Investigators, and other assigned personnel in SIU to ensure department goals are achieved.
 - i. Meet individually with the SIU Supervisors frequently to provide feedback, coaching, and guidance on addressing personnel matters and team performance.
 - ii. Review current and historical case files for quality assurance standards are met and/or addressed.
 - iii. Review cases prior to referrals to outside entities and also company wide SIU communications.
 - iv. Provide consultation to SIU Supervisors and staff on case management strategies.
 - v. Assess training and ensuring all SIU staff are provided appropriate training based upon program policies and CDI regulations.
- b. Recruit, select, train, evaluate, develop, and discipline a staff of qualified and high performing SIU personnel. Assess and build employee engagement strategies. Ensure lines of communication are established between all levels of personnel and the flow of ideas/information are established and used.

25% Essential

2. Support SIU leadership's vision to be more integrated and aligned within the organization. Collaborate across various departments to ensure enterprise wide anti-fraud objectives align with individual department procedures and processes.

- a. Lead or serve as the SIU representative on various cross functional enterprise wide initiatives and projects.
- b. Provide subject matter expertise to various department leaders.

- c. Develop and lead project team as needed to define efficient work flows and procedures.
- d. Actively build relationships with various program leaders and attend their department meetings. Liaison with others business units to promote collaboration and success of State Fund enterprise wide goals.
- e. Manage the Triage Team, set the standard for State Fund in identifying policies with high "risk" & determining a course of action to eliminate or mitigate the "risk".

20% Essential

3. Evaluate and develop SIU policies, procedures, goals and guidelines to ensure they align with the SVP's business objectives and are compliant with CDI regulations. Provide support and suggestions to the SVP of SIU on enterprise goals and strategies.

- a. Ensure SIU compliance with corporate and regulatory advisories, guidelines, and procedures.
- b. Draft, implement, and evaluate all SIU metric reports on a monthly or as needed basis, aiding in the evaluation of the SIU benchmarks and goals.
- c. Assist with developing and assessing both short and long term SIU strategies and plans including implementation.
- d. Assist with creating, implementing, and managing the SIU budget to achieve department objectives within the department's financial plan.

10% Marginal

4. External Collaboration & Anti-Fraud Strategy Development

- a. Work collaboratively to establish and maintain professional relationships with external entities, including but not limited to local, state, and federal law enforcement and regulatory agencies.
- b. Foster connections with other external SIU departments to identify trends.
- c. Proactively implement anti-fraud strategies

100%

Required Knowledge Areas:

- Advanced knowledge of leadership and management skills in order to lead a diverse group of Supervising Special Investigator I with their personnel and investigations.
- Advanced knowledge of investigation techniques and procedures and the ability to communicate these skills to personnel.
- Proficient knowledge and use of Microsoft Word, Outlook, Excel, SharePoint, PowerPoint, and web-based programs.
- Advanced knowledge of rules of evidence, court procedures, laws of arrest, and search and seizure.
- Advanced knowledge of trends in workers' compensation insurance fraud and red flags and other criteria indicating possible insurance fraud.

Required Skills and Abilities:

- Skill to gather and maintain knowledge current fraud trends and schemes.
- Ability to understand and keep current on the CDI SIU regulations.

- Ability to exercise a high degree of initiative and independence in performing assigned tasks.
- Ability to establish performance objectives for Special Investigation Unit function(s) to achieve program and corporate goals
- Ability to evaluate staff in a clear and objective manner.
- Ability to be flexible regarding assignments.
- Ability to manage multiple tasks and projects.
- Ability to coordinate, facilitate, and make presentations.
- Ability to take and give direction.
- Ability to effectively work with and relate with people.
- Ability to identify, recruit, develop, and discipline essential personnel.
- Ability to present self in a professional manner and testify in criminal/civil proceedings.
- Ability to handle sensitive and confidential issues and materials.
- Ability to exercise a high degree of initiative and independence in performing assigned tasks.
- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types.
- Ability to effectively implement corporate, regulatory, and legislative changes.
- Ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
- Ability to complete tasks within prescribed time lines and parameters.
- Ability to consistently exercise good judgment and effective communication skills.
- Ability to act in a professional manner to establish and maintain an effective working relationship with clients of various levels in the Agency, general public, and other state departments.
- Possess the ability to think critically and independently so as to appropriately interpret and apply laws and regulations to specific situations.
- Ability to gather and analyze facts, reason logically, draw valid conclusions, and make appropriate recommendations.
- Ability to draft, edit, and submit investigation/administrative reports. Provide feedback to personnel to enhance investigative/work products.

Work Environment:

Physical Requirements:

- Occasional movement of items up to 15 lbs.
- Occasional movement of items, positioning self at various heights, ascending, and transporting equipment
- Move/remain in a stationary position for up to 2 hours at a time.

Travel:

- Travel to various work sites and locations for training and/or meetings.
- Travel conditions may include urban and/or rural areas and could involve traversing uneven surfaces or ascending stairs.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.
- Travel may occasionally be from overnight to five days in duration.

Emergency call backs:

- Not applicable.

Work Hours:

- Typical work hours may vary as business needs dictate.

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):

Supervisor Signature:

Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):

Employee Signature:

Date: