

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Career Executive Assignment (CEA)		WORKING TITLE Chief Claims and Audit & Enforcement		
PROGRAM NAME Division of Workers' Compensation		UNIT NAME Claims and Audit & Enforcement		
ASSIGNED SPECIFIC LOCATION Click or tap here to enter text.			POSITION NUMBER 400 – 601-7500-017	
BARGAINING UNIT M01	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the general direction of the Deputy Administrative Director of the Division of Workers' Compensation (DWC), the Chief Claims and Audit & Enforcement provides high-level executive leadership, policy direction related to streamlining process to ensure timely delivery of benefits and review of audit and enforcement processes to ensure claims administrators are in compliance with their statutory mandates. Provides strategic oversight for the Division's most critical fiscal and compliance programs. This role is responsible for the administration and integrity of the Subsequent Injuries Benefit Trust Fund (SIBTF), Unemployed Employers Benefit Trust Fund (UEBTF), Return-to-Work Supplement Program (RTWSP), and the Audit & Enforcement Unit. The incumbent ensures statutory compliance, fiscal solvency of trust funds, and the equitable delivery of benefits to California's injured workers.

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>
45%	Directs the statewide operations of SIBTF, UEBTF, RTWSP, and the Audit Unit, ensuring alignment with the Division's mission and California Labor Code. Leads the development and implementation of legislative and regulatory initiatives to improve management oversight and modernize business processes. Monitors changes in workers' compensation laws and develops and implements uniform policies across all units to mitigate litigation and financial risk. Represents DWC in high-level meetings with state agencies, legislative staff, and industry stakeholders.
20%	Reviews and authorizes high-value claim settlements and fund disbursements. Oversees the weekly check processing cycles and monitors high-cost claims to ensure fiscal stability and proper documentation. Oversees the analysis of statistical data to evaluate the performance of the insurance industry; approves the annual Audit report for public distribution. Develops and directs quality assurance protocols creating the policies within RTWSP to safeguard against duplicate payments, clone applications, and erroneous submissions.
20%	Mentors and directs a multidisciplinary team of managers and analysts. Evaluates performance, fosters technical expertise, and ensures effective succession planning. Serves as the final point of escalation for the most sensitive or complex inquiries from legal representatives, claims adjusters, and financial institutions. Ensures RTWSP staff effectively utilize the Electronic Adjudication Management

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	System (EAMS) and Integrated Case Management (ICM) systems for accurate eligibility determination and case tracking.
10%	Works closely with the DIR and DWC Legal Units on regulations, mediations, court proceedings, penalty disputes, and appeals arising from audit investigations. Acts as primary advisor to the Administrative Director on all matters relating to special funds and audit and enforcement.
Percentage of Time Spent	Marginal Job Functions
5%	Performs other related duties as assigned by the Deputy Director, including providing support to understaffed programs and assisting with backlog reduction efforts.

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. The incumbent shall possess the general qualifications of the position and be able to perform their duties with integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

Supervision Received

This position reports directly to the Deputy Administrative Director and may receive direction from the Administrative Director, Chief Deputy Director or the Director.

Supervision Exercised

The Chief, Claims and Audit & Enforcement supervises managers and staff of the DWC SIBTF, UEBTF, RTWSP, and Audit and Enforcement Unit.

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

Work Environment

This is a full-time position that may require working irregular hours, which could be in excess of 40 hours per week. The Chief, Claims and Audit & Enforcement is expected to work all hours necessary to accomplish their assignments and fulfill their responsibilities, which include maintaining regular and predictable attendance during working hours. Telework will be offered in accordance with current departmental policy.

Special Requirements/Other Information

Expertise in California workers' compensation laws, specifically relating to workers' compensation claims processing and uninsured employers and subsequent injury fund mechanics. Ability to manage

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large-scale trust fund budgets and implement rigorous internal controls. Leadership in managing diverse, statewide programs through subordinate managers.

Physical Abilities

The use of office equipment is required including but not limited to a computer, telephone, and multi-function copy machine. The position requires the ability for prolonged use of a computer for extended periods of time and to move and transport office items in a safe manner. The incumbent may be required to travel by car or airplane.

Additional Requirements/Expectations

The Chief, Claims and Audit & Enforcement is expected to communicate effectively orally and in writing in order to complete work assignments. The incumbent must be able to maintain appropriate confidentiality at all times due to the nature of the work performed. Additionally, the incumbent must be dependable and have the ability to work cooperatively with staff at all levels both within and outside the Department.

Personal Contacts

The incumbent will interact with the DWC staff, Chief Counsel, Administrative Director, Deputy Administrative Director, and Chief Judge. The incumbent may also interact with Workers' Compensation Appeals Board staff, the DIR Director and Office of the Director staff, staff from DIR divisions, staff from the Labor and Workforce Development Agency as well as staff from the Governor's office and Legislature. The incumbent will further interact with system stakeholders including physicians, attorneys, insurance claims administrators and outside entities such as research organizations.

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

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C&S Analyst Initials

Approval Date