



Position Information

Employee Name:

Position Title:

Claims Regulatory Director

Program:

Claims Medical & Regulatory Division

Work Unit:

Administration

Classification:

Program Manager II, SCIF

Report To:

SVP, Claims Medical & Regulatory Division

Collective Bargaining Identifier (CBID):

M01

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 Claims Medical and Regulatory Division provides leadership and professional authority for State Fund's claims product while delivering outstanding programs, superior service, and innovative solutions. The division champions ethical standards and supports employers and injured employees with integrity. Its work helps ensure State Fund remains the carrier of choice.

Purpose/Scope:

The Claims Regulatory Director, reporting to the Senior Vice President of Claims Medical & Regulatory Division, provides strategic leadership and operational direction to the division's functional managers and staff. This role is responsible for overseeing the development and implementation of policies and strategies that advance the division's strategic objectives and initiatives. Key objectives include:

- **Compliance Leadership:** Implement programs to ensure State Fund's adherence to all applicable workers' compensation laws and regulations, maintaining a robust compliance framework.
- **Policy Development:** Lead the creation, refinement, and dissemination of claims policies, procedures, and guidelines to support operational excellence and regulatory requirements.
- **Governance & Strategic Direction:** Provide governance and guidance for strategic and policy decisions, ensuring alignment with organizational goals and industry best practices.

- **Risk Management:** Identify regulatory and operational risks, develop mitigation plans, and proactively address emerging issues to safeguard the division's interests.
- **Change Management:** Champion the effective implementation of approved changes, fostering a culture of continuous improvement and adaptability within the division.

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

30% Essential

1. Managing programs and resources to achieve corporate and program objectives

A. Planning and Developing

1. Provide leadership and direction in the development of program objectives and measurements based on the corporate mission, objectives, values, policies, and procedures
2. Collaborate with the management team, the Executive Committee and other program managers as needed to plan, formulate and administer corporate programs, policies, procedures, and systems within the program's area of responsibility
3. Provide input to non-discretionary budget accounts; request discretionary budget items and amounts for approval by the Executive Committee

B. Implementing

1. Evaluate and implement policies, procedures, and recommendations from a variety of State Fund programs and corporate committees/task forces in compliance with legislative, regulatory and industry requirements and corporate objectives
2. Effectively and efficiently use available resources (budgeted funds, personnel, materials, facilities, technology/systems, time)
3. Plan and organize workloads and staff assignments; hire, train, motivate and evaluate staff; review progress and direct changes as needed

A. Evaluating

1. Oversee/monitor the measurement and effectiveness of a program's performance according to corporate and program objectives
 - a) Ensure that the program operates within budget. Monitor expenditures to ensure sound fiscal control

- b) Measure and ensure effective and efficient use of budgeted funds, personnel, materials, facilities, technology/systems, and time
- 2. Review records/reports and meet with the management team to assess program progress toward objectives
- 3. Confer with Executive Committee to review and recommend changes to improve program effectiveness

30% Essential

2. Leadership and Change Management

- A. Initiate and recommend (strategic) changes impacting the program and the organization in response to legislative, regulatory and industry changes to meet competitive demands and corporate objectives and values
- B. Create an environment that empowers and supports others in the change process
 - 1. Establish and articulate the vision, objectives and expectations
 - 2. Develop and manage a management team that is capable of carrying out operational changes
 - 3. Provide leadership for problem resolution
- C. Motivate and lead the management team
 - 1. Recruit and retain members of the management team
 - 2. Mentor management team members as part of career development and succession planning
 - 3. Motivates and guides others to reach goals
- D. Engage staff by fostering a culture that is customer-centric, employee powered, quality and results oriented

30% Essential

3. Human Resource Management and Organizational Development

- A. Facilitate the program's budget planning process and maintain accurate position control
- B. Ensure that the program's organization and staffing are used to achieve program goals
- C. Foster and maintain a work environment free of discrimination and harassment, according to State Fund's corporate policies and procedures
- D. Ensure that recruitment and selection are handled in a fair and impartial manner and promotes equal opportunity in hiring, according to State civil service and State Fund policies and procedures
- E. Ensure that job descriptions are regularly reviewed and are current and accurate
- F. Promote State Fund's Strategic Goal of improving organizational performance
 - 1. Oversee the development and execution of action plans to increase workforce engagement
 - 2. Implement Talent Management strategies
 - 3. Employee Development
 - a) Ensure that staff develops and maintains the level of expertise required to achieve program objectives
 - b) Ensure that staff training needs are met according to corporate and budget parameters
 - c) Promote and monitor staff professional and leadership development and State Fund "business literacy" through developmental activities and resources documented in the Individual Development Plan that include but are not limited to:
 - Functional cross-training
 - Assignment to corporate and program (team) projects
 - Participation in classes, seminars, and professional organizations, as appropriate
 - Participation in mentoring opportunities
 - 4. Performance Management
 - a) Ensure that timely appraisals and performance plans are prepared and provided

- b) Provide positive leadership, continuous coaching and mentoring
 - c) Provide guidance to assist management team with feedback, training and discipline as appropriate to improve employee relations and staff performance
 - d) Complete, maintain and promote formal succession planning tools to ensure that State Fund has a qualified candidate pool available for its leadership positions
 - e) Complete and participate in Annual People Review sessions
- 5. Endeavor to improve internal communications at all levels including but not limited to town hall meetings, video conferencing, and meetings between managers and staff
- G. Ensure that labor relations issues are managed appropriately
 - 1. Meet with job stewards and paid union staff as appropriate
 - 2. Respond to grievances and complaints
- H. Serve as Skelly or Coleman Officer in response to formal disciplinary actions
- I. Maintain personnel and workplace safety
 - 1. Take immediate, appropriate action in response to unsafe conditions, potential threat to employee safety and health, ergonomic need, or request for reasonable accommodation
 - 2. Make appropriate referrals to the Threat Evaluation Team
- J. Maintain the physical and financial assets of State Fund

10% Essential

4. Corporate Culture/Community Development/ Special Projects, Committees, Task Forces

- A. Promote and practice State Fund's commitment to building business relationships within and outside State Fund that create and maintain customer service and loyalty
- B. Effectively use leadership, collaboration, team building, negotiation and conflict resolution skills for decision-making and to build partnerships with internal and external groups/stakeholders impacting the program and the organization
- C. Coordinate the program's activities with other programs as needed
- D. Serve as State Fund representative to industry/community/professional/regulatory groups
- E. Serve as chair or participate on special projects, committees and task forces to
 - a. Evaluate business challenges
 - b. Develop and recommend solutions and strategies
 - c. Oversee the development and administration of organizational programs, policies, procedures and measurements
- F. Provide technical/professional advice to State Fund management on program specific issues

100%

Required Knowledge Areas:

- Proficient knowledge of Workers' compensation systems and regulations with a comprehensive understanding of California workers' compensation laws, insurance frameworks, benefit delivery, and industry trends.
- Proficient knowledge of principles, practices, and techniques of personnel management and supervision to oversee the work activities of staff.

- Working knowledge of how organizations create, assess, and refine policies, performance standards, and operational procedures.
- Working understanding of analytical techniques, performance measures, and modeling tools used to evaluate program health and drive strategic change.
- Working knowledge and familiarity with State Fund goals, regulatory obligations, and statewide business processes relevant to claims operations.
- Working knowledge of adult learning methods, technical review practices, and how to evaluate training for accuracy and completeness.
- Working knowledge of project management principles.
- Working knowledge of leadership and team building skills.

Required Skills and Abilities:

- Ability work effectively in a collaborative and cross-functional environment, interact with a variety of personalities, make immediate decisions, and have the ability to work on several tasks at any given time while remaining professional and level-headed in a fast-paced environment.
- Ability to lead, supervise, direct, train, develop, monitor, motivate, appraise, and discipline staff.
- Ability to formulate policies, procedures, and workflow processes.
- Ability to communicate professionally and effectively, verbally and in writing, (including the ability to negotiate credibly and persuasively) with a variety of “stakeholders”.
- Ability to resolve conflicts and gain cooperation among competing interest groups.
- Ability to handle high pressure situations while being firm but tactful.
- Ability to achieve results according to budget plan and objectives.

Work Environment:

Physical Requirements:

- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.

Travel:

- Travel to various work sites and locations for training and/or meetings.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.

Emergency call backs:

- Not applicable.

Work Hours:

- Standard core business hours.

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: