

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 SIBTF	
ASSIGNED SPECIFIC LOCATION Sacramento			POSITION NUMBER 400 – 793-9212-062	
BARGAINING UNIT S01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the general direction of the Staff Services Manager II, the Supervising Workers' Compensation Consultant (SWCC) plans, organizes, and directs the work of subordinate staff. Train staff on policy, procedures, and guidelines. Attends meetings and conferences to give advice and information regarding SIBTF. Facilitates collaboration between OD Legal and SIBTF staff.

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>
35	The SWCC reviews SIBTF cases that may include issues regarding injury, employment, nature, extent, and duration of disability, earnings, apportionment, pre-existing disability, etc. on cases escalated to his attention. Authorizes claims settlements, fund disbursements up to \$200,000 without supervisory approval and make recommendations to the SSMII on amounts exceeding \$200,000. Reviews payments and coordinates weekly check processing.
20	Assists staff with or personally handles the more difficult, complex, or sensitive cases. Provides guidance on a case-by-case basis on investigation using an outside vendor, rebuttals with a Defense Qualified Medical Examiner and/or a Defense Vocational Rehabilitation Expert. Reviews claims file periodically and make recommendations/action plans in moving cases towards resolution.
20	Evaluates performance and recommends appropriate action. Compiles monthly reports from the staff and submits periodic reports to management relating to performance and claims activities. Implements progressive discipline. Accomplish a formal performance review of each staff on a regular basis. Confers with the SSMII to assure uniform application and interpretation of policies and procedures. Provides leadership and conducts regular meetings with the staff regarding procedures and areas where there are issues and/or improvements can be made.
20	Evaluates performance metrics for each examiner. Reviews case files for up-to-date plans of action. Reviews SIBTF benefits calculations. Reviews cases for closure.

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Percentage of Time Spent	Marginal Job Functions
5	Provides coverage in the absence of WCCs and acts as a SSMII when requested. Responds to phone calls from internal and external customers or to resolve escalated issues, and assists with administrative work.

Conduct, Attendance, and Performance Expectations

DIR adheres to policies, rules, and procedures and incumbent ensures all decisions are technically sound and consistent with departmental goals and procedures.

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. This position requires that the incumbent maintain consistent and regular attendance and arrive at and leave work at the times agreed upon by your supervisor, including returning on time after lunch and break periods.

Effective communication (both orally and in writing) are expected when dealing with the public and/or other employees. Maintaining confidentiality with the medical records is required. The incumbent will develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment and complete assignments in a timely and efficient manner.

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. Once you are a permanent state employee, your work will be evaluated by your immediate supervisor. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to discuss your job performance and career development.

Supervision Received

The Supervising Workers' Compensation Consultant is supervised by the Staff Services Manager II, but may also receive direction from the Claims Manager or Chief.

Supervision Exercised

. This position directly supervises Workers' Compensation Consultants, Workers' Compensation Assistants, Staff Services Analysts, Office Technicians, Office Assistants, and Student Assistants. Staff are headquartered in Sacramento.

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

Work Environment

The incumbent works in a cubicle environment in an office setting with artificial light and temperature control. The incumbent is required to work extensively on the computer as necessary for email communication, research, authority and approval of settlements and necessary documents, meeting with staff, and other purposes.

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Confidentiality with medical records must be maintained at all times.

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. The incumbent must exercise the ability to independently make decisions and perform actions that are required with cases and staff. The incumbent must demonstrate the ability to use email, desktop applications, and any other software to complete tasks.

Physical Abilities

The position requires the ability for prolonged sitting and to work at a computer for extended periods of time and to move and transport office items in a safe manner.

Additional Requirements/Expectations

The incumbent must be able to maintain appropriate confidentiality with medical records. 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 lead staff.

Personal Contacts

The incumbent has contact with staff at all levels within the Department, as well as external stakeholders such as Applicant Attorneys, claimants, medical providers, and others that may have pertinent information on cases.

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

DUTY STATEMENT



C&S Analyst Initials

Approval Date