State Compensation Insurance Fund
Duty Statement

Position Information

Employee Name:

Position Title:
Claims Vice President

Program:
Regional Claims / State Contract Claims

Work Unit:

Classification:
Program Manager II, SCIF

Report To:
CEA

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:

Claims administers workers' compensation claims, ensuring injured workers receive timely benefits and appropriate medical care. We investigate claims, manage return-to-work efforts, control costs, and resolve disputes. We pay what we owe, defend what we don't, and do so with a sense of urgency. Through collaboration across State Fund, we support positive outcomes, compliance, financial stewardship, and strong customer relationships.

Purpose/Scope:

Under the administrative direction of the Executive Vice President of Claims (CEA C), the Claims Vice President will contribute to the successful operation of State Fund by providing day-to-day leadership and management of a program directly and/or through subordinate managers and supervisors; and by serving on project and management committees and teams.

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
- Uphold and ensure that operations meet the highest ethical standards
- Foster a success-oriented, accountable environment

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

25% Essential

1. **Program and Financial Management. Manage (plan, develop, implement, evaluate) a program to achieve corporate and program objectives and industry benchmarks through the effective and efficient use of available resources (budgeted funds, personnel, materials, facilities, technology/systems, time)**
   a. Planning and Developing
      i. Provide leadership and direction in the development of program objectives and measurements based on the corporate mission, objectives, values, policies, and procedures
      ii. 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
      iii. Provide input to non-discretionary budget accounts; request discretionary budget items and amounts for approval by the Executive Committee

   b. Implementing
      i. 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
      ii. Effectively and efficiently use available resources (budgeted funds, personnel, materials, facilities, technology/systems, time)
      iii. Plan and organize workloads and staff assignments; hire, train, motivate and evaluate staff; review progress and direct changes as needed
      iv. Drive for Quality Claims Outcomes

   c. Evaluating
      i. Oversee/monitor the measurement and effectiveness of a program's performance according to corporate and program objectives
         - Ensure that the program operates within budget. Monitor expenditures to ensure sound fiscal control
         - Measure and ensure effective and efficient use of budgeted funds, personnel, materials, facilities, technology/systems, and time
      ii. Review records/reports and meet with the management team to assess program progress toward objectives
      iii. Confer with Executive Committee to review and recommend changes to improve program effectiveness

25% 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

i. Establish and articulate the vision, objectives and expectations

ii. Develop and manage a management team that is capable of carrying out operational changes

iii. Provide leadership for problem resolution

iv. Drive Employee Engagement through effective communication and feedback

c. Motivate and lead the management team

i. Recruit and retain members of the management team

ii. Mentor management team members as part of career development and succession planning

iii. Motivates and guides others to reach goals

25% 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

i. Oversee the development and execution of action plans to increase workforce engagement

ii. Implement Talent Management strategies

- Employee Development –
  - Ensure that staff develops and maintains the level of expertise required to achieve program objectives
  - Ensure that staff training needs are met according to corporate and budget parameters
  - 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
- Performance Management
  - Ensure that timely appraisals and performance plans are prepared and provided
  - Provide positive leadership, continuous coaching and mentoring
  - Provide guidance to assist management team with feedback, training and discipline as

- appropriate to improve employee relations and staff performance
- Complete, maintain and promote formal succession planning tools to ensure that State Fund has a qualified candidate pool available for its leadership positions
  - Conduct Talent Review sessions as required with Regional management team
  - Participate in cross-program Talent Review sessions with Claims Operations leadership team
- 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
   i. Meet with job stewards and paid union staff as appropriate
   ii. Respond to grievances and complaints
h. Serve as Skelly or Coleman Officer in response to formal disciplinary actions
i. Maintain personnel and workplace safety
   i. Take immediate, appropriate action in response to unsafe conditions, potential threat to employee safety and health, ergonomic need, or request for reasonable accommodation
   ii. Make appropriate referrals to the Threat Evaluation Team
j. Maintain the physical and financial assets of State Fund

20% Essential

4. Corporate Culture/Community Development

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

5% Essential

5. Special Projects, Committees, Task Forces

a. Serve as chair or participate on special projects, committees* and task forces to
   i. Evaluate business challenges
   ii. Develop and recommend solutions and strategies
   iii. Oversee the development and administration of organizational programs, policies, procedures and measurements

   *Special Committees can include but not be limited to the Financial Planning Group, General Management Safety Committee, Pricing Advisory Committee, Project Review Board, Functional Steering Committee, Project Steering Committee

b. Provide technical/professional advice to State Fund management on program specific issues

100%

Required Knowledge Areas:

- Proficient knowledge of DWC laws/regulations and Regional Office/Corporate policies and procedures relating to claims adjusting and claims adjusting support.
- Proficient knowledge of principles, practices, and techniques of personnel management and supervision to oversee the work activities of staff.
- Proficient knowledge of project management principles.
- Working knowledge of a supervisor's responsibility for promoting Equal Employment Opportunity in hiring and employee development and promotion.
- Working knowledge of State Fund standard software applications.
- Working knowledge of team building and team-leading skills.
- Proficient knowledge of the State Fund organization, Regional Office and Corporate functions, and business policies and practices.
- Working knowledge of State Fund's internet systems.

Required Skills and Abilities:

- Skill to lead, supervise, direct, train, develop, monitor, motivate, appraise, and discipline staff.
- Skill to design, plan, and implement policies, procedures, and workflow processes.
- Skill to achieve results according to objectives.
- Skill to communicate professionally and effectively, verbally and in writing, (including the ability to negotiate credibly and persuasively) with a variety of "stakeholders".
- Skill to write professional and accurate reports and other communications suitable for distribution to internal and external customers.
- Skill to handle high pressure situations while being firm but tactful.
- Skill to resolve sensitive issues and problems.
- Skill to effectively work with and relate with other people.
- Ability to resolve conflicts and gain cooperation among competing interest groups
- Ability to effectively develop and maintain harmonious working relationships with diverse groups of people

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 occasionally be for extended periods.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.

Emergency call backs:

- Emergency call backs may be needed.

Work Hours:

- On call availability may be needed, including 24/7 coverage as needed.

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: