

WORKERS' COMPENSATION REHABILITATION SUPERVISOR

KIND OF WORK

Advanced professional supervisory Workers' Compensation benefits and rehabilitation work.

NATURE AND PURPOSE

Under administrative direction supervises professionals who administer the rehabilitation and medical provisions of division laws, rules and policies; provide information and assistance to all parties to the system; analyze, review and conciliate or arbitrate certain disputes regarding eligibility for benefits to ensure that injured workers receive Workers' Compensation benefits to which they are entitled; performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Plans, organizes, assigns and directs the work activities of subordinate staff to facilitate attainment of unit goals and objectives and ensure the consistent application the division and program policies, procedures and guidelines by appropriate application of supervisory methods and techniques.

Reviews work performance of subordinate staff to determine employee productivity, training needs and to recommend appropriate personnel actions such as promotion, discipline, compensation and related actions by comparing performance with established standards.

Trains subordinate staff in the principles, practices, policies and procedures of rehabilitation and medical services section to maintain and improve the effectiveness and productivity of employees in accordance with established standards.

Arbitrate complex disputes over Workers' Compensation benefits eligibility so that injured workers receive due benefits by conducting discontinuance and administrative conferences and issuing decisions and orders.

Originate and develop liaison and open communication with all parties to Workers' Compensation system and with the general public to develop the credibility of the Rehabilitation Services Section by providing appropriate information to concerned parties.

Analyze, evaluate and approve complex policy-oriented cases or claims for Workers' Compensation rehabilitation benefits and related administrative actions to ensure compliance with Workers' Compensation law and agency procedures using audits of documents and records reviews (including medical reports, payments records and related filings).

Administer the Workers' Compensation rehabilitation program laws and policies to ensure compliance with all requirements via case file reviews, fact finding correspondence and conferences and the application of laws, rules, policies and licensure of procedures.

Examine and evaluate highly complex policy level decisions referred by junior staff to ensure compliance with the provisions of the Workers' Compensation statutes, rules, policies and procedures through the use of case review and analysis, fact finding correspondence and interviews and the application of the law.

Respond to policy level inquiries and correspondence from employees, employers and others to assist with the rehabilitation process by explaining the procedures and requirements necessary to comply with Workers' Compensation statutes, rules, policies and procedures.

Coordinate the monitoring of rehabilitation and medical services providers to assure the provision of high quality and effective rehabilitation benefits using the case files and claims, data, medical and legal reports and other relevant information and records.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Workers' compensation law and agency policies and procedures sufficient to evaluate cases and make binding decisions which are correct and consistent with current requirements and interpretations of statutes and administrative procedures.

Legal terms and syntax sufficient to understand the Workers' Compensation laws and legal issues presented in conference.

Division/section operations sufficient to recognize and prioritize specific work activities and effectively employ information and resources in the execution of duties.

Mediation and communication facilitation techniques sufficient to effectively initiate and implement conflict resolution activities.

One or more specialized professional areas of Workers' Compensation vocational or medical rehabilitation sufficient to independently review and monitor complete cases and assess appropriateness of the rehabilitation program for the worker.

The principles, practices and methods of supervision of professional employees.

Workers' Compensation Rehabilitation Supervisor

Class Specification

Page 3

Ability to:

Provide tactful and effective leadership to junior level professionals sufficient to assist them in meeting the demands and responsibilities of their positions.

Execute mathematical calculations and computations sufficient to implement the Workers' Compensation laws.

Provide tactful and effective leadership to subordinate professionals sufficient to guide them in meeting the demands and responsibilities of their positions.

Communicate and interact with tact and understanding with any party to Workers' Compensation system sufficient to explain the system and agency procedures.

Make and implement operational and policy decisions as well as technical and administrative decisions regarding Workers' Compensation system procedures sufficient to achieve division goals and priorities.

Interpret and understand rehabilitation and medical reports and medical providers statements sufficient to identify and evaluate medical and rehabilitation issues and their significance to an injured worker's rehabilitation and ability to return to work.

Design and implement procedural and policy-based training activities including redevelopment of unit workflow.

Est.: 11/30/84

Rev.:

T.C.:

Former Title(s):