

WORKERS' COMPENSATION CLAIMS MANAGEMENT SUPERVISOR 1

KIND OF WORK

Professional supervisory workers' compensation claims management work.

NATURE AND PURPOSE

Under administrative direction, plans, directs and supervises the professional and technical staff activities of a claims management unit to ensure that quality, cost-effective service is provided according to Minnesota Workers' Compensation law; 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.)

Directs the work activities of subordinate staff to facilitate attainment of unit goals and objectives and ensure the consistent application of the division and program policies, procedures and guidelines by planning, organizing and assigning unit tasks.

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

Trains subordinate staff to maintain and improve their effectiveness and productivity by implementation of division principles, practices, policies, and procedures by conducting or arranging for other training sessions as needed are identified.

Analyze and implement complex policy decisions to ensure benefit payments are made according to the provisions of workers' compensation statute, rules, case laws, policies, and procedures by examining, reviewing and analyzing cases, fact-finding correspondence and interviews, and by applying the law.

Develops communication and effective working relationships with all parties to the workers' compensation system to improve the credibility of the Workers' Compensation Program by providing appropriate information to all parties.

Administers an effective monitoring plan so that workers' compensation cases are managed in a cost-effective manner and benefits are paid according to statute, rule and case law by establishing and administering standards and procedures to identify issues and problems; by establishing guidelines to determine what future review and action are necessary for complex cases; and by preparing responses for policy level correspondence.

Manages small caseload of the most complex and difficult claims to ensure that the employer's interests are protected and claims are fairly resolved by investigating and determining compensability; monitoring medical and rehabilitation progress; and settling or otherwise bringing claims to closure.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

- * Section/unit operations sufficient to recognize and determine priorities for 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.

Union contracts and supervisory principles, practices and methods sufficient to plan and direct the activities of professional and technical employees in a cost-effective manner.

- * Legal terms and syntax sufficient to understand the workers' compensation statute, rules, and case law.
- * Workers' compensation statute, rules and case law; rehabilitation process; and agency policies and procedures sufficient to perform case management activities and to evaluate quality of case management activities performed by staff.

Ability to:

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

Design and implement procedural and policy-based training activities.

- * Perform mathematical calculations and computations sufficient to implement the Workers' Compensation statute.

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.

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

Workers' Compensation Claims Management Supervisor 1

Class Specification

Page 3

Evaluate complex operational and policy decisions as well as technical and administrative decisions regarding workers' compensation system procedures sufficient to achieve division goals and priorities.

- * Understand medical reports and medical provider statements sufficient to identify and evaluate medical issues and their significance to an injured workers' case.

Est.: 6/87

Rev.: 11/92

T.C.:

Former Title(s):