



Classification Summary

Provide technical support and conduct administrative research contributing to the development, implementation, and administration of the District's Workers' Compensation Program, Long Term Disability Program and an effective claims management process. Perform other related work as assigned.

Distinguishing Characteristics

This classification is delineated from other Human Resource Assistant and other support classifications by the technical aspects specific to the areas of the Workers' Compensation and Long Term Disability programs.

Supervisory Relationships

The incumbent in this position reports to, and receives direction from the Risk manager in the Human Resource Department. The position does not supervise other employees but does coordinate program requirements and communications with district employees, outside relationships, insurance carriers, and attorneys.

Examples of Duties

(Any one position may not include all of the duties listed nor do the listed examples include all tasks found in positions in this classification.)

1. Receive, investigate, process, and coordinate all workers, compensation claims in a timely manner and in accordance with Federal and State Workers' Compensation and Long Term Disability policies, rules, regulations and laws.
2. Coordinate district-wide compliance with Occupational Safety and Health Act (OSHA) accident reporting and first aid card training requirements.
3. Attend and coordinate workers' compensation hearings including coordinating district witnesses, providing testimony, and submitting documentation.
4. Identify and evaluate the District's exposure to potential losses arising from Workers' Compensation claims.
5. Evaluate insurance carrier's case management plan to monitor for effectiveness. Provide support as requested by the District's Workers' Compensation attorney and otherwise communicate and coordinate specific case management issues. Monitor time loss payments.
6. Initiate frequent and supportive communications with injured workers, monitor recovery progress, maintain a connection between the employee and employer, and develop strategies to encourage and implement an early return to work. Aggressively pursue light duty or early return to work opportunities.
7. Coordinate with insurer, rehabilitation organization, physician, other medical agencies and employee to develop a formal rehabilitation program with objective of returning the injured worker to employment status.

Required Knowledge, Skills and Abilities

1. Working knowledge of workers' compensation regulations and processes pertaining to claims processing, hearings and appeals.
2. Knowledge of legal and medical terminology used in workers, compensation issues and cases.
3. Organizational skills in developing and maintaining accurate records of workers, compensation claims and disposition of cases. Ability to maintain and organize the District's case load with multiple and changing priorities.
4. Ability to comprehend and apply applicable statutory regulations and legislation relating to workers' compensation.
5. Interpersonal skills in dealing with a diverse group of people ranging from injured employees, attorneys, physicians, and administrators. Ability to communicate effectively, both orally and in writing.

6. General knowledge of insurance policies and coverages pertaining to workers, compensation. Willingness and ability to keep current on judicial decisions, trends, and procedural changes.
7. Ability to work independently with minimal direct supervision.
8. Ability to maintain confidentiality of employee medical records and information.

Minimum Qualifications for Class Entry

Graduation from a senior high school or equivalent; and at least four years of administrative secretarial/office management experience of which two years involved insurance case management, preferably workers' compensation case management.