UNIVERSITY OF SOUTHERN CALIFORNIA

Director, Workers' Compensation and Disability

Job Code: 117022

Grade: 00
OT Eligible: No
Comp Approval: 5/15/2014

JOB SUMMARY:
Directs and manages the program design, operations and financial performance of the university's Workers' Compensation, Disability and related programs. Establishes standards, reviews, and recommends terms for negotiation and approves settlement of claims. Engages and oversees third party administrators and contractors; monitors performance. Directs the planning, coordination and delivery of services, program assessment, financial performance and regulatory and institutional compliance.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Directs the planning, development, coordination, implementation, monitoring and management of the Workers' Compensation and Disability programs. Develops and administers return-to-work program and rehabilitation plans. Assesses priorities and allocates resources accordingly. Identifies trends, implements mitigation strategies and modifies program design and service delivery strategies accordingly.

Oversees third party administrator's management of employee injury and illness cases including preparation and documentation of all information to comply with OSHA injury and illness reporting regulations and investigation of claims. Recommends and approves terms for negotiated settlement of claims within prescribed authorization requirements. Establishes and monitors reserves for anticipated costs on cases; manages costs and cost containment strategies. Monitors third party administrator's handling of medical payments, indemnity, and other related expenses for employee injuries and processing of disability and/or workers' compensation claims and payments.

Establishes Workers’ Compensation program objectives and strategies to reduce injuries, prevent and minimize losses and contain costs. Analyzes probability and severity of losses. Projects and analyzes claim loss and cost reserve data. Develops, implements and monitors workers’ compensation loss control fund.

Directly or indirectly manages all staff assigned to unit. Determines staffing requirements and deployment based on short and long-term plans and goals. Reviews and endorses or makes recommendations for hiring, performance standards, training, compensation, promotions and terminations. Manages performance and determines need for disciplinary or corrective action.

Engages third party administrators and contractors, establishes performance and service standards, manages and evaluates the service and financial performance to achieve optimal service standards, meet financial targets and compliance with regulatory and institutional standards and requirements.

Attends, participates in or assigns others to attend workers’ compensation hearings, preparation, and legal proceedings as necessary. Monitors litigated cases and provides guidance and authorization to attorneys.
Plans, develops and manages program budgets. Recommends and/or makes budgetary and resource allocations based on financial or other analyses, projections and reports as needed.

Administers Workers' Compensation and Disability policies and procedures. Reviews, recommends and implements revisions as necessary. Interprets plan, program and policy requirements and recommends and/or approves exceptions. Directs compliance efforts and maintains currency on existing and pending legislation to ensure overall program compliance with regulatory and institutional standards and requirements.

Directs service provided to faculty, staff, administrators, agency representatives, and other professionals outside the university for Workers’ Compensation and Disability and related programs. Develops and manages communication plans. Develops training programs for Workers’ Compensation and Disability, return-to-work and related programs. Provides guidance, assistance and expertise, and resolves disputes.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

Minimum Education:
Bachelor's degree

Minimum Experience:
5 years

Minimum Field of Expertise:
Directly relevant workers’ compensation and disability experience working with claims, legal, and financial matters along with supervisory experience. Thorough working knowledge of applicable federal, state and local laws, codes and safety regulations including the State Labor Code, Workers’ Compensation and Americans with Disabilities Act laws, OSHA and employment laws, procedures and regulations. Knowledge of medical and technical terminology used in injury cases. Experience in investigation methods, documentation, techniques, and procedures and policies related to processing and
adjusting workers’ compensation claims. Ability to negotiate settlements. Demonstrated communication, analytical and interpersonal skills.

Preferred Education:
Master's degree

Preferred Experience:
7 years

Preferred Field of Expertise:
Directly relevant workers’ compensation and disability experience along with supervisory experience.

Skills: Other:
Analysis
Assessment/evaluation
Budget control
Budget development
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Consulting
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis
Teaching/training

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier
Supervises: Level:
Manages through subordinate supervisors.

Supervises: Nature of Work:
Administrative
Managerial
Professional/Paraprofessional

SIGNATURES:

Employee: ________________________________ Date: ________________________________

Supervisor: ______________________________ Date: ________________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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