UNIVERSITY OF SOUTHERN CALIFORNIA

Workers’ Compensation and Disability Claims
Coordinator

Job Code: 117151

OT Eligible: Yes
Comp Approval: 3/31/2016

JOB SUMMARY:
Assists in the administration of the workers’ compensation and disability claims program. Coordinates and supports initiatives regarding evaluations, processing, and handling of workers’ compensation and disability claims. Makes recommendations concerning Agreed Medical Evaluator (AME), investigations and surveillance, and nurse case manager assignments. Collaborates in updating plan documents and implementing and modifying policies and procedures. Coordinates timely return to work for injured and ill employees. Monitors and ensures adherence to any preliminary workplace restrictions.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

_____ _____ Assists in the administration of the workers’ compensation and disability claims program. Coordinates and supports initiatives regarding evaluations, processing, and handling of workers’ compensation and disability claims. Makes recommendations concerning Agreed Medical Evaluator (AME), investigations and surveillance, and nurse case manager assignments. Collaborates in updating plan documents and implementing and modifying policies and procedures. Coordinates timely return to work for injured and ill employees. Monitors and ensures adherence to any preliminary workplace restrictions.

_____ _____ Coordinates and monitors a case load of complex non-litigated and litigated workers’ compensation and disability claims. Assists with improving the Stay at Work/Return to Work Program. Monitors and coordinates timely return to work of injured and ill employees. Monitors and ensures adherence to any preliminary workplace restrictions.

_____ _____ Acts as an information resource to University Human Resources and Payroll Partners, health and safety offices, injured and ill employees, supervisors, doctor offices and other external and internal contacts.

_____ _____ Makes recommendations for Agreed Medical Evaluator (AME) and/or Qualified Medical Evaluation (QME). Recommends or initiates investigations and surveillance. Monitors nurse case manager assignments based on department plan, data, state regulations and labor codes.

_____ _____ Partners with third party administrator to ensure excellent customer service delivery to employees. Updates and implements processes that ensure continued efficiencies and added services to the University.

_____ _____ Collaborates in updating plan documents. Modifies and implements policies and procedures. Provides information to employees and Human Resources Payroll Partners on policies and procedures. Explains appropriate plan interpretation and implementation.

_____ _____ Investigates and resolves workers’ compensation and disability matters through considerable research, collection of data and review of options. Establishes and verifies history of payments, eligibility of benefits and course of action to resolve
workers’ compensation and disability issues/matters.

______ ______ Coordinates the interactive process to determine the possible accommodations for employees with temporary and/or permanent disabilities and assists departments in determining effective accommodations to ensure that the University is in compliance with the American Disabilities Act (ADA).

______ ______ Maintains currency on self-insurance regulations, case law, labor code and rules and regulations of OSHA.

______ ______ Ensures that the workers’ compensation policy is being applied consistently and properly by managers and supervisors by providing proactive training and guidance. Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential:  

[ ] No  

[ ] Yes  

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.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor’s degree
Combined experience/education as substitute for minimum education

Minimum Experience:

2 years
Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

Directly related workers’ compensation and disability experience. Knowledge of and ability to interpret regulations and policies and procedures. Demonstrated strong communication, interpersonal, organizational, administrative, and customer service skills.

Preferred Experience:

3 years

Preferred Field of Expertise:

California Workers’ Compensation Claims Administration Certificate

Skills: Administrative:

Communicate with others to gather information
Compose correspondence
Customer service
Gather data
Input data
Maintain records
Prioritize different projects
Workers’ Compensation and Disability Claims Coordinator - Job Code:117151

Prioritize different tasks
Research information
Understand and apply policies and procedures
Understand and enforce regulatory guidelines
Use database and/or word processing software

Skills: Other:
Analysis
Assessment/evaluation
Consulting
Interpretation of policies/analyses/trends/etc.
Knowledge of applicable laws/policies/principles/etc.
Organization

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
May oversee student, temporary and/or casual workers.

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.

The University of Southern California is an Equal Opportunity Employer