UNIVERSITY OF SOUTHERN CALIFORNIA

Workers’ Compensation and Disability Supervisor

Job Code: 117154

OT Eligible: No

Comp Approval: 3/30/2016

JOB SUMMARY:
Supervises staff performing services and activities for the workers’ compensation and disability self-insured programs, including the Stay at Work/Return to Work Program. Coordinates, monitors and implements workers’ compensation and disability programs, services and activities. Coordinates investigation for workers’ compensation claims in conjunction with third party administrator. Participates in short and long-range departmental planning. Ensures University compliance with the State of California regulations pertaining to workers’ compensation and disability self-insured programs.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ ______ Supervises the daily work of staff performing services and activities for the workers’ compensation and disability self-insured programs, including the Stay at Work/Return to Work Program. Coordinates, monitors and implements workers’ compensation and disability programs, services and activities. Serves as a resource and provides services to faculty, staff, administrators, agency representatives and other professionals outside the University for the workers’ compensation and disability and related programs.

______ ______ Participates in short and long-range departmental planning. Assists in developing goals and objectives and action plans for implementation. Remains current in workers’ compensation and disability trends and recommends program modifications and enhancements.

______ ______ Recruits, screens, hires, trains and directly supervises all assigned staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required. Oversees onboarding and orientation of new employees to ensure that duties, responsibilities, work requirements and performance standards are clearly understood.

______ ______ Establishes, monitors, and authorizes work schedules, time off and leave requests for employees (including student workers) to meet operating requirements. Authorizes overtime and monitors meal and rest periods for non-exempt employees to ensure compliance with University timekeeping requirements and employment policies. Submits time records on behalf of employees who fail to submit timekeeping records, in order to ensure timely payment, if necessary.

______ ______ Monitors and reviews the work of department staff for accuracy, timeliness and adherence to internal operating policies and procedures. Identifies and corrects errors. Makes decisions within established authority levels. Monitors the activities and performance of the workers’ compensation and disability third party administrator’s management of employee injury and illness cases. Monitors preparation and documentation of all information to comply with OSHA injury and illness reporting regulations and investigation of claims. Monitors third party administrator’s handling of medical payments and other related expenses for employee injuries and processing of disability and/or workers’ compensation claims and payments.
Partners with Director of Workers' Compensation and Disability on special projects to improve and create a state-of-the-art program. Researches and collects data for special projects and management studies. Organizes data, analyzes results and develops recommendations.

Maintains and implements workers' compensation and disability policies and procedures. Assists with reviewing and recommends revisions as necessary. Communicates any modifications of policies and procedures to staff. Interprets plan, program and policy requirements. Ensures University compliance with the State of California regulations pertaining to workers' compensation and disability self-insured programs.

Coordinates with Office of General Counsel, third party administrator and outside attorneys regarding subpoenas, settlements and litigated workers' compensation claims.

Coordinates investigations for workers' compensation claims with the third party administrator regarding investigation activities, such as background checks, witness interviews, etc. Reviews cases brought forward by claim coordinators and determines whether further investigation is necessary. Advises and assists claim coordinators in response to more complex case inquiries. Provides technical guidance and assists with problem resolution.

Makes determinations regarding Nurse Case Manager assignment as requested by third party administrator. Determines claim acceptance or denial based on information provided by third party administrator. Reviews Settlement Authorization Request from third party administrator and provides recommendation to executive team concerning settlement.

Reviews and approves financial expenses such as administrative fees, claims costs, weekly invoices, etc. for the department. Gathers facts and figures to develop a budget. Processes expense transactions and analyzes variances. Prepares budgetary status reports, as requested.

Prepares the Annual Report for workers' compensation, as required.

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. 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

**Minimum Field of Expertise:**
Directly related workers' compensation and disability experience providing sound knowledge of program services and related laws and principles to be able to supervise staff and operations. Workers' Compensation Claims Administration Certificate and Certified Professional Disability Management Designation.

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Budget control
- Coaching
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Public speaking/presentations
- Research
- Scheduling
- Staff development
- Statistical analysis
- Supervisory skills
- Teaching/training

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

**Supervises: Level:**
Supervises employees and/or student workers.

**Supervises: Nature of Work:**

Administrative
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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