

# SANTA CLARA COUNTY OFFICE OF EDUCATION

## **CLASS TITLE: SUPERVISOR – WORKERS' COMPENSATION**

### **BASIC FUNCTION:**

Under the direction of the Director II-Risk Management, organize and direct the activities and operations of the Santa Clara County Office of Education's Self Insured Worker's Compensation and Return to Work programs; evaluate and manage claims to assure compliance with Education Code, State and federal regulations; supervise legal compliance reporting functions; provide technical assistance to managers, employees, and employee representative groups; train and evaluate the performance of assigned personnel.

### **REPRESENTATIVE DUTIES:**

#### **ESSENTIAL DUTIES:**

Organize and direct the activities and operations of the Santa Clara County Office of Education's Self Insured Worker's Compensation and Return to Work programs; develop and implement innovative disability programs, and policies and procedures for American with Disabilities Act (ADA), Family Medical Leave Act, Temporary Transitional Work (TTW) programs.

Supervise legal compliance reporting functions; provide technical assistance and training to managers, employees, and employee representative groups; supervise and maintain employee accident reports and Worker's Compensation files in accordance with legal requirements and guidelines; supervise initial and subsequent injury/illness report processing functions.

Review initial Worker's Compensation disability claim to determine extent and impact of employee medical condition, medical restrictions and limitations and expected duration; communicate with treating physicians and medical case managers to determine or verify work restrictions; provide for on-going contact with disabled employees in return-to-work process or temporary transitional assignments.

Coordinate the provision of information, Worker's Compensation benefit payments to employees and reasonable accommodation requests; serve as liaison between injured workers, TPA and the office; advise and make recommendations related to employee's status before, during and after Worker's Compensation claims.

Develop and implement innovative disability programs and policies and procedures for ADA, FMLA, TTW, and related services in accordance with law; determine technical equipment needs, interpreter services and other resources in accordance with ADA.

Consult with management and employees regarding Worker's Compensation disability laws, procedures and processes; provide guidance and training to managers to minimize risk to organization and assure compliance with Education Code, ADA federal & State laws and internal policies and procedures.

Review and make recommendations for settlement authorizations for Worker's Compensation claims; interact with attorneys and insurance claims examiners and provide case specific information.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; conduct staff training regarding on-going and new laws, rules and regulations.

Prepare and maintain a variety of reports, records and files related to personnel and assigned activities; develop forms and guides to assure efficiency and awareness of the Return to Work program; maintain a library of temporary transitional job tasks for departments and essential function analysis for each job.

Communicate with administrators, personnel and outside organizations to coordinate activities, resolve issues and conflicts and exchange information.

Operate a computer and assigned software programs; operate other office equipment as assigned.

Attend a variety of meetings as assigned; participate in Worker’s Compensation claim reviews with TPA, attorneys and Risk Management staff; serve as resource to Safety Committee and Wellness Committee.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Workers’ Compensation benefit systems.
- Principles and practices of supervision and training.
- California Labor Code and disability-related statutory and common law including the Fair Employment and Housing Act, Family Medical Leave Act and Americans with Disabilities Act.
- Disability programs including reasonable accommodation methods, related legal components, and alternative formats for accommodating individuals with disabilities.
- Applicable laws, codes, rules, regulations, policies and procedures.
- Organizational policies and procedures relating to processing Workers’ Compensation claims.
- Legal and medical terminology related to Workers’ Compensation and federal regulations.
- Record-keeping and report preparation techniques.
- Modern office practices, procedures and equipment.
- Operation of a computer and assigned software.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.
- Health and safety regulations.
- Basic interviewing techniques.
- Telephone techniques and etiquette.

**ABILITY TO:**

- Interpret, apply and explain Workers’ Compensation coverage and benefits to employees.
- Establish and maintain comprehensive records and prepare reports.
- Train and evaluate the performance of assigned staff.
- Interpret complex procedures, policies, regulations and court rulings.
- Interpret, apply and explain applicable laws, codes, rules and regulations.
- Analyze facts, information and data.
- Participate in the investigation of accidents.
- Interview employees and management personnel to determine relevant facts.
- Compose written correspondence independently.
- Answer telephones and greet the public courteously.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and timelines.
- Plan and organize work.
- Determine appropriate action within clearly defined guidelines.
- Operate a variety of office equipment including a computer and assigned software.
- Work independently with little direction.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree in public administration, human resource management, rehabilitation counseling or a related field and three years of work-related experience with demonstrated competence in workers' compensation administration, with significant experience in return to permanent, modified or alternate work with the same employer.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

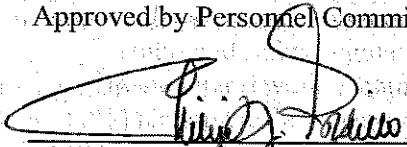
**PHYSICAL DEMANDS:**

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information and make presentations.
- Sitting for extended periods of time.
- Bending at the waist, kneeling or crouching to file materials.
- Seeing to read a variety of materials.

**HAZARDS:**

Potential for contact with dissatisfied or abusive individuals.

Approved by Personnel Commission: June 23, 2011

  
 Philip J. Gordillo  
 Executive Director, Human Resources

Date: 7/01/11