

# Trindel Insurance Fund

## Director of Workers Compensation Program

### Job Description

**STATUS:** Exempt & At Will Confidential Employee

#### **DEFINITION**

The Director of Workers Compensation Program, under supervision of the Trindel Insurance Fund Executive Director, is responsible for the management of claims staff; timely and accurate claims processing of all member claims from filing to closure, in accordance with Trindel Insurance Fund best practices and state regulations. Work closely with Member County staff, injured workers, and attorneys; negotiate settlements to achieve the best possible outcome in the claim.

**ESSENTIAL DUTIES** (*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*):

1. Provides direct supervision to claim handlers in developing their skills and evaluating performance.
2. Responsible for directing claim handlers in their day-to-day operations.
3. Develop and maintain policy and procedures for Workers Compensation Programs.
4. Reviews, investigates, analyzes and adjust workers' compensation claims in accordance with current laws and regulations.
5. Using independent judgment, determines the best methods to manage claims from inception through litigation (when appropriate) to closure.
6. Develops and implements cost saving programs and plans pro-active case management strategies.
7. Establishes claims reserves and authorize payments within reserving authority limits.
8. Authorizes hospitalization, surgery and other types of treatments, as required.
9. Authorizes appropriate payments of medical bills, temporary and permanent disability, and death benefits within pre-established limits.
10. Reviews and processes bills for payment in accordance with the established fee schedule and contractual agreements.
11. Attends conferences and hearings necessary to properly administer resolution of claims.
12. Coordinates resolution of claims by preparing legal documents, including Stipulation, Compromise and Release and settlement, within authority limits.
13. Coordinates with defense counsel on litigated claims, providing records and reports, as necessary.
14. Consults with and monitors service providers, such as legal counsel, medical and vocational professionals.
15. Manage subrogation and potential claim recoveries of all types.
16. Stays current with and follows excess carrier(s) guidelines.
17. Stays apprised of current law changes, court rulings, and related matters that might affect the handling of claims.
18. Reviews progress of claims with members, providing a well documented action plan and acting as resource for claims questions and guidance. Performs claims audits.
19. Provides timely reports and updates to excess carriers, and coordinates claims settlements, as appropriate.
20. Regularly handles private and proprietary information while maintaining strict confidentiality and protecting from unauthorized disclosure.
21. Coordinating early return-to-work efforts with the worker and member.
22. Will require overnight travel and attending trainings and meetings as necessary.

23. Performs various routine clerical duties, utilizing standard office equipment, to include: maintaining calendars; entering information into databases and spreadsheets; making photocopies; faxing documents; typing; and word processing. .
24. Performs other duties as assigned by Executive Director.

**KNOWLEDGE & SKILLS:**

1. Knowledge of the entire claims administration, case management and cost containment solutions as applicable to Workers' Compensation rules in California.
2. Ability to supervise and train staff including organizing and prioritizing of work assignments
3. PC literate, including Microsoft Office (Word, Excel)
4. Effective analytical and interpretive skills
5. Strong organizational & interpersonal skills
6. Ability to work in a team environment
7. Ability to work independently
8. Excellent oral and written communication skills

**EDUCATION:** Four year degree at an accredited college or university preferred but not required.

**LICENSES:** Possession of a valid certificate issued by the State Department of Industrial Relations verifying successful completion of the California Self-Insurance Administrator Competency examination and required continuing education if applicable.

**EXPERIENCE:** Three (3) years of Workers' Compensation claims supervisory and management experience required, experience working with public entities preferred.

**ENVIRONMENTAL CONDITIONS**

The work is performed 95% indoors; 5% outdoors, including walking to and from buildings - vehicles. Driving and walking may involve extreme cold or heat, as well as other seasonal environmental conditions. Offices are generally well lit and well ventilated, and noise level is typical of office with printers and other machinery.

**BODY POSITION AND MOVEMENT DEMANDS**

|                           | <b>ACTIVITY</b>   | <b>WEIGHT</b> | <b>FREQUENCY</b>            |
|---------------------------|---|---------------|-----------------------------|
| <b>SITTING</b>            | Most activities are performed sitting at a desk                                       | N/A           | Frequently                  |
| <b>STANDING</b>           | Addressing groups<br>Overlooking operations   | N/A           | Occasionally                |
| <b>WALKING/CARRYING</b>   | from vehicle to office and from office to office carrying files, resource books, etc. | 0 - 20 LBS    | Frequently/<br>Occasionally |
| <b>KNEELING</b>           | N/A   | N/A           | N/A                         |
| <b>CROUCHING/STOOPING</b> | To reach bottom drawers   | 0 - 20 LBS    | Occasionally                |
| <b>SQUATTING</b>          | To reach bottom drawers   | 0 - 20 LBS    | Occasionally                |

|                        |   |           |              |
|------------------------|---|-----------|--------------|
| <b>CRAWLING</b>        | N/A   | N/A       | N/A          |
| <b>TWISTING</b>        | To reach items  | 0 - 20LBS | Occasionally |
| <b>REACHING</b>        | <u>Above shoulder level:</u><br>to retrieve files,<br>resources     | 0 - 20LBS | Occasionally |
|                        | <u>At shoulder level:</u> to<br>retrieve items on desk,<br>in files | 0 - 20LBS | Occasionally |
|                        | <u>Below shoulder level:</u> to<br>retrieve items in desk,<br>files | 0 - 20LBS | Occasionally |
| <b>PUSHING/PULLING</b> | Open/closing drawers  | 0 - 20LBS | Occasionally |
| <b>CLIMBING</b>        | May climb stairs to work<br>site, meetings, travel                  | 0 - 20LBS | Occasionally |

### **COMBINATION OF ACTIVITIES**

The physical activities reported regarding body position and movement demands of essential functions are based on observation and conversation with employees performing those functions. These movements represent the manner in which these essential functions are currently performed. It is possible that these positions may be performed in an alternate manner without changing the essential nature of the function. Analysis of the impact of differing methods will need to be conducted to determine whether this is an essential function movement.

A determination of the availability of reasonable accommodations will include consideration of the qualified applicant's disability and its impact on the essential functions of the above position.