



Worker's Compensation Disability Claims Coordinator Job Description

JOB INFORMATION

<i>Job Code:</i>	117151
<i>Job Title:</i>	Worker's Compensation Disability Claims Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	HR Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

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 QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

X Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Directly related workers' compensation and disability experience.
X		Knowledge of and ability to interpret regulations and policies and procedures.
X		Demonstrated strong communication, interpersonal, organizational, administrative, and customer service skills.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		California Workers' Compensation Claims Administration Certificate

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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 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.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.