



Worker's Compensation and Disability Supervisor Job Description

JOB INFORMATION

<i>Job Code:</i>	117154
<i>Job Title:</i>	Worker's Compensation and Disability Supervisor
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	HR Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	6 Supervisor

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 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	

Additional Work Experience

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

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 providing sound knowledge of program services and related laws and principles to be able to supervise staff and operations.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Workers' Compensation Claims Administration Certificate
X			Certified Professional Disability Management Designation

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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 applicable 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 (e.g., background checks, witness interviews). 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.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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 (e.g., administrative fees, claims costs, weekly invoices) 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.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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 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.