

DISABILITY PROGRAM OPERATIONS SUPERVISOR

KIND OF WORK

Professional supervisory disability claims determination program work.

NATURE AND PURPOSE

Under administrative direction, supervises the activities of several adjudication units involved in the investigation and determination of disability insurance and supplemental income disability claims of individuals who make application for benefits under Title II and Title XVI of the Social Security Act.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Directs subordinate supervisors in the planning and assigning of work to ensure the attainment of unit work goals and to provide for the uniform application of program policies, procedures, and standards.

Approves the appointment, promotion, discipline and promotion of staff to avoid disruption of operations and poor employee morale by meeting and conferring with unit supervisors.

Develops and implements a supervisory conducted training system for new employees regarding terminology, policies, and procedures used in the adjudication of social security disability insurance and supplemental security income claims to facilitate the achievement of acceptable levels of work performance.

Evaluates case files prepared by subordinate staff to assess the appropriateness of claims determinations by reviewing documentation and ensuring that decisions made are within prescribed policies and procedures.

Arbitrates claims that are disputed internally by issuing formal written determinations to ensure consistent adjudication determinations.

Confers with programs operations management regarding modifications to adjudicative regulations and/or procedures and communicates and explains the changes to subordinate supervisors to ensure uniform implementation.

Contacts other sections of the division and various state and federal agencies regarding program operations to resolve internal problems and to ensure that operational practices and regulations are not disruptive or contrary to mandated objectives.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

Knowledge of:

Department and divisional program policies and procedures and federal regulations and laws governing the adjudication of social security disability insurance and supplemental security income claims sufficient to provide specific guidelines to subordinate staff and to provide precedential decisions on situations not covered by existing policy or procedure.

The principles and practices of supervision sufficient to determine and facilitate the achievement of quality and quantity subordinate standards.

Staff training and development methods sufficient to conduct needs assessment, prepare curriculum, and orient trainers.

Ability to:

Plan, organize, assign, and evaluate the work of subordinate staff.

Analyze and administer legislation, regulations, policies, and procedures relating to federally sponsored disability programs.

Communicate, both orally and in writing, with subordinate personnel, medical professionals, administrators, and the public to exchange information and explain program operations and decisions.

Assess operational effectiveness toward achievement of program objectives and adherence to standards and to effect necessary changes in work procedures or staffing.

Est.: 4/83
Rev.:

T.C.:
Former Title(s):