

## WORKERS' COMPENSATION PROGRAM SUPERVISOR

### KIND OF WORK

Professional supervisory work assisting in the administration of one or more of the state's workers' compensation programs.

### NATURE AND PURPOSE

Provides leadership, guidance and supervision for the activities of a team responsible for delivery of services in a major area of activity in the workers' compensation system. Stakeholders include injured workers, employers, insurers and medical providers. Activities of the team may include dispute prevention, dispute resolution, insurer audits, assessment of penalties and analysis of stakeholder performance to design strategies for system improvement. The individual serves as a member of the division's service management team and is responsible for integrating with other service and regulatory programs of the department.

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

Plans and directs programs of dispute prevention, dispute resolution and/or compliance services so that injured employees and employers receive prompt, effective service.

Plans and supervises a program to improve overall performance of the workers' compensation system including maintaining policy controls in a functional area so that public policy is delivered in a cost-effective manner.

Coordinates, coaches and supervises team members so that decision making, work distribution and individual performance reflect a true teaming environment.

Provides expert technical assistance to team members and customers to assure a high level of service.

Plans and directs development, testing and use of methods to objectively measure results from the customer's perspective so that the value of the work product improves on a continuous basis.

Assists in the development and implementation of technical and service standards so that users of the workers' compensation system can be assured of fair and equitable treatment.

Develops proactive outreach programs so that those who come in contact with the workers' compensation system are knowledgeable and so that it reaches all communities.

Provides employees with opportunities to develop their team skills so that their work is creative and represents an ongoing commitment to customer service.

Works with information systems staff to seek new and better methods for automating processes and information so that human resources are available to citizens.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Workers' compensation law and claims practices sufficient to provide expert technical assistance to employees and to policy makers.

Program and claim file audit sufficient to advise, inform and negotiate with clients and to testify at hearings related to workers' compensation compliance issues.

Principles and practices of supervision sufficient to hire, fire, promote, demote, reward, assign work, adjust grievances, discipline and train employees pursuant to public policies on merit and equal opportunity/diversity and appropriate collective bargaining agreements.

Techniques of employee coaching and mentoring sufficient to help employees meet and exceed all performance objectives.

Performance evaluation sufficient to set, monitor, communicate and improve individual and team performance.

Skill in:

Communicate sufficient to explain complex ideas in oral and written form.

Data analysis sufficient to identify trends and casual relationships sufficient to improve system performance.

Business process analysis sufficient to identify and measure organizational strengths and weaknesses and to develop corrective action plans.

Ability to:

Plan, assign and direct the work of technical, professional and clerical employees.

Establish effective working relationships within the organization and with public officials, insurers, legislative staff and the customer public.

Est.: 8/95  
Rev.:

T.C.:  
Former Title(s):