

CLASS SPECIFICATION
Senior Workers Compensation/Disability Analyst

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, reviews, analyzes and investigates the larger and more complex workers compensation claims and makes determinations of compensability in accordance with requirements of state law and regulation; establishes case claims reserves within authorized limits; performs case management functions; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Senior Workers Compensation/Disability Analysts are responsible for analysis and adjudication of large, complex workers compensation claims cases. Incumbents perform analyses, investigations and other case management functions to determine whether injuries and illness are occupationally related, to establish the level of compensable benefits in accordance with state legal requirements and to facilitate employee return-to-work as soon as medically appropriate. Incumbents are expected to perform their responsibilities with a significant degree of independence and application of sound professional judgment in reaching determinations that are fair and compassionate to employees while protecting the City from unnecessary costs.

Senior Workers Compensation/Disability Analyst is distinguished from Workers Compensation/Disability Analyst in that incumbents in the former class are responsible for adjudication of the larger and more complex claims involving difficult medical and physical conditions and higher potential costs for benefits and case resolution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Analyzes and investigates workers compensation claims of a sensitive and complex nature, involving such issues as mental stress, toxic exposure, fatalities, permanent total disability, cumulative trauma, head injuries and amputations; makes determination of compensability in accordance with the provisions of state law and regulation, subject to supervisory and/or legal review; works with City Attorney's Office to prepare responses on difficult cases to ensure most legally defensible communication regarding the City's position; establishes case claims reserves within authorized limits; makes determinations regarding non-occupational injury or other aggravations to employee medical conditions and pursues subrogation processes against third parties.

2. Performs medical case management of injured employees, including evaluation of medical treatments for appropriateness and ordering independent medical examinations and physical capacity evaluations; works with bureau managers and supervisors, treating physicians and employee representatives to facilitate early return-to-work for employees, including coordinating light duty assignments or making work site accommodations; performs vocational rehabilitation case management for employees requiring such services in order to return to duty.
3. Conducts periodic claims reviews with bureau representatives to apprise them of the status and expected costs of pending claims; assists bureaus in addressing non-workers compensation-related issues having an impact on case resolution; explains legal obligations regarding employee reemployment/reinstatement and incentives for participation in state reimbursement programs applicable to return-to-work of injured employees; trains bureau supervisors and timekeepers on workers compensation program and payroll-related issues.
4. Prepares requests for state reimbursement for approved workers compensation cases and actions to accommodate injured workers' needs when they return to work, in accordance with applicable state law; identifies and prepares reimbursement requests from excess insurance carriers for eligible claims.
5. Participates in administering the integrated disability management program for injured or ill employees; performs case management activities and facilitates early return-to-work of ill or injured employees.

OTHER DUTIES

1. Represents the City's interests on State Workers Compensation Division advisory panels and committees to review proposed rule changes.
2. Reviews and closes case files, ensuring that all state requirements have been met and preparing all closure documents.
3. Assists in day-to-day administration of the bill auditing contract; works with all interested parties to resolve audit exceptions.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Provisions of Oregon state law, workers compensation rules and case law pertaining to administration of the City's workers compensation program, including provisions regarding occupational injuries, vocational rehabilitation, accommodation of injured workers and claims adjudication requirements.

2. Principles, practices, methods and techniques of claims management and benefits administration, including case management, reserving standards, investigation, subrogation, and return to work.
3. Federal and state laws establishing workers' rights relevant to areas of responsibility.
4. Jurisdiction, functions and procedures of the Oregon Workers Compensation Appeals Board and its rating system for occupational injuries.
5. Medical terminology, anatomy and the care and treatment of occupational injuries and diseases.
6. Procedures, processes and requirements for the litigation of disputed workers compensation case determinations.
7. Principles and practices of business communications.

Ability to:

1. Understand, interpret, explain and apply federal and state law, rules and court decisions applicable to the adjudication of complex and sensitive claims.
2. Read and interpret medical records, case investigations and physical capacity evaluations and reach sound conclusions regarding eligibility for benefits payments and return-to-duty capability.
3. Calculate accurate reimbursement amounts and establish accurate and reliable case reserves in accordance with accepted reserving practices and standards.
4. Communicate effectively, orally and in writing.
5. Negotiate effectively on behalf of the City within established limits.
6. Prepare clear, concise, accurate and comprehensive documentation, records, reports and other written materials.
7. Maintain highly confidential and sensitive information, records and files.
8. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and employee situations.
9. Establish and maintain effective working relationships with City managers, supervisors, injured and ill employees and their representatives, medical providers, third party administrators, attorneys and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, human resources management or a closely related field; and at least three years of progressively responsible experience analyzing, investigating and adjudicating workers compensation or disability claims; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license.

A current Oregon Workers Compensation Claims Examiner certification.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0848 SENIOR RISK SPECIALIST. Adopted: 07-01-92

Revised: 05-31-05 (Revised wording of certification)

June 2009 - Change Job Class number from 7182 to 30000480, due to system change.