

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Workers' Compensation Program Administrator
CONTRACT YEAR:	Twelve Months
SALARY BAND:	C
BARGAINING UNIT:	ESMAB

PREFERRED QUALIFICATIONS

EDUCATION: An earned master's degree in related field from an accredited institution.

EXPERIENCE: Minimum of three (3) years of experience, within the last five (5) years, providing oversight of, consulting with and/or managing a workers' compensation department or functional areas (i.e. Claims, Case Management, Operations, etc.).

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned bachelor's degree in a related field from an accredited institution.

EXPERIENCE: Minimum of five (5) years of experience, within the last eight (8) years, providing oversight of, consulting with, and/or managing a workers' compensation department or functional areas (i.e. Claims, Case Management, Operations, etc.).

ADDITIONAL QUALIFICATIONS

REQUIRED: Experience in governmental agency workers' compensation administration with demonstrated knowledge in matters related to all aspects of criteria-based, comprehensive and integrated workers' compensation program performance management.

- PREFERRED:** An earned credential or certification in relevant subject area i.e. Associate Risk Management (ARM) Associate in Claims (AIC), Certified Workers' Compensation (CWC), etc.). Operational familiarity or experience with the workers' compensation Criteria-based Model™ (CBM™).
- REPORTS TO:** Director, Risk Management or designee
- SUPERVISES:** Staff as assigned
- POSITION GOAL:** Provide strategic leadership and operational oversight of the District's self-administered workers' compensation program to achieve desired outcomes. Design, develop and implement innovative workers' compensation strategies to meet the needs of the District's strategic plan. Build stakeholder awareness, alignment and relationships in order to advance positive programmatic performance.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:**The Workers' Compensation Program Administrator shall:**

1. serve as the custodian of the intellectual integrity of the District's workers' compensation program core principles.
2. create and execute on plans to manage the District's workers' compensation program.
3. direct and manage multiple administrative functions and multi-disciplinary team of professional and technical experts as a business operations unit, including; medical consumerism, claims adjudication, financial management, litigation management, statutory/ regulatory compliance and general workers' compensation administration.
4. conduct data analysis through measurement and data analytics to monitor program effectiveness and guide decision-making for present and future performance.
5. establish, implement and reinforce on an ongoing basis, workers' compensation operational policies and procedures to improve the overall operation and effectiveness of the program.
6. develop ongoing revision of the operational structure and plan for continual improvement of operational effectiveness.
7. serve as chief workers' compensation spokesperson & liaison for the District, assuring proper representation and integration of the District to the community, including, but not limited to; medical, legal, regulatory, judiciary, school districts and consortiums, municipalities, the employer community, industry service providers, etc.
8. build awareness, perspective and alignment throughout the internal stakeholder community including the Board, senior leadership, departmental entities, unions and the district's employees.

9. plan, develop, organize, implement, direct and evaluate workers' compensation program fiscal and programmatic performance.
10. participate in the development of the District's related plans and programs as a strategic partner, (e.g., safety/loss prevention, business continuity, IT, legal, wellness, etc.)
11. evaluate and advise on the impact of the District's long range planning as it relates to workers' compensation program, introduction of new workers' compensation initiatives/strategies and potential regulatory action.
12. establish credibility throughout the organization as an effective developer of solutions to business challenges.
13. provide technical workers' compensation advice and knowledge to others internally within the District as well as externally, *e.g.*, within the school board/municipality community, reinsurers, insurance brokers, actuaries, etc.
14. provide strategic input and leadership on decision making issues affecting the District relative to impact to the workers' compensation program; *i.e.*, evaluation of and positioning for potential workers' compensation system statutory/regulatory and legal challenges.
15. direct and oversee recruitment, negotiation and selection of strategic partner (vendor) contractual relationships.
16. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
17. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
18. ensure compliance with Florida statutory and regulatory self-insurance and self-administration requirements.
19. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
20. review current developments, literature and technical sources of information related to job responsibilities.
21. ensure adherence to good safety procedures.
22. follow all applicable federal and state laws, as well as relevant School Board policies.
23. perform other duties as assigned by the Director, Risk Management or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Interact with contracted service providers to ensure the District's Workers' Compensation program is consistent with SBBC's strategic direction, policies, and procedures; communicate strategically with location administrators, Board, clinician community, legal community, judiciary, regulators, legislators to promote and reinforce the District's workers' compensation program strategic direction.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Workers' Compensation Program Administrator
Point Range: 945 - 1044

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|---|--|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Workers' Compensation Program Administrator
Point Range: 945 - 1044

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
B/2	C/3	D	C	D

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Manager, Workers' Compensation Information Analytics
CONTRACT YEAR:	Twelve Months
SALARY BAND:	B
BARGAINING UNIT:	ESMAB

PREFERRED QUALIFICATIONS

EDUCATION: An earned ~~master's~~ bachelor's degree in relevant field from an accredited institution.

EXPERIENCE: Minimum of five (5) years of experience, within the last eight (8) years, with business data analysis, use of data mining/analytical methods and/or data extraction and investigation in an operations organization and in a relevant industry sector such as insurance, healthcare, finance or banking operations. Experience as a technical lead supporting department systems.

OR

MINIMUM QUALIFICATIONS

EDUCATION: ~~An earned bachelor's degree in a related field from an accredited institution.~~ Standard high school diploma or satisfactory completion of an approved General Education Development (GED) Testing Program.

EXPERIENCE: Minimum of ~~seven (7)~~ eight (8) years, within the last ten (10) years, of experience with business data analysis, use of data mining/analytical methods and/or data extraction and investigation in an operations organization and in a relevant industry sector such as insurance, healthcare, finance or banking operations. Must demonstrate a solid understanding of information technology and systems deployment, monitoring, and support, and an ability to develop strong partnerships within and outside the District.

REPORTS TO: Workers' Compensation Program Administrator

SUPERVISES: No supervisory responsibilities

POSITION GOAL: The Manager, Workers' Compensation Information Analytics position is responsible for the collection, practical access and analysis of the data required to manage the workers' compensation program. This position performs pattern and trend analysis, data mining, report development, and other activities used to shape and enhance program performance. Serving as the principal technology lead for workers' compensation, the position works with program support component subject matter experts to address technology and data issues to assure that technologies and data management systems effectively support the program. This position serves as technology liaison between the various technology oriented internal and external program components including the District's internal information technology department, regulatory websites such as Florida Division of Administrative Hearings, Florida Division of Workers' Compensation, and various workers' compensation specific stand-alone claims management programs and software.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Manager, Workers' Compensation Information Analytics position shall:

1. serve as custodian of intellectual integrity for the District's workers' compensation program core principles.
2. analyze identified needs and opportunities within the program and assists in provision of solutions to meet the desired business outcomes through the use of information technology.
3. elicit business requirements using appropriate methodologies, i.e. interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, scenarios, business analysis, task and workflow analysis.
4. understand and document business user requirements to ensure system designs meets business needs.
5. serve in a liaison role between the workers' compensation business unit and the District's internal providers of IT services to ensure understanding and integration of functional and technical specifications, requirements, options, etc.
6. conduct requisite workers' compensation data analysis with emphasis on building predictive models, providing technical and quantitative support for a predictive modeling function that contributes to program performance.
7. perform a variety of advanced statistical analyses and functions including data mining, interpretation of data, drawing of business inferences, and presentation of trending analysis and recommendations to program leadership.

Manager, Workers' Compensation Information Analytics (cont.)

8. critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
9. collaborate with subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
10. communicate and collaborate with external and internal customers to analyze information needs and functional requirements, as needed, e.g., functional and/or business requirements documents, use cases, graphical user interface, etc.
11. deliver on overall workers' compensation administration information technology project lifecycle, e.g., development and design, workflow efficiencies, etc., from reviewing business requirements and development activities through production delivery, including reports.
12. incorporate technical aspects of reporting and information display as well as utilize the lineage of claims data in a manner that can best be understood, utilized, and optimized to yield the best business results.
13. orient to data from a variety of sources and products, synthesize it from multiple perspectives, and creatively suggest how to use and present the data for a variety of integrated purposes.
14. design, develop and maintain system requirements, documentation, reports and report templates.
15. generate and deliver standard reports, perform quality checks on reports and investigate data issues or report discrepancies.
16. conduct analysis of, and automate ad hoc reports as directed or indicated.
17. complete ad hoc analysis requests as necessary.
18. prepare regular and special purpose reports as necessary.
19. implement/automate/operationalize models into day-to-day activity and work flow.
20. work with WC program leadership to determine if program objectives can be met using an analytical approach and develops hypothesis.
21. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
22. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
23. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
24. review current developments, literature and technical sources of information related to job responsibilities.
25. ensure adherence to good safety procedures.
26. follow all applicable federal and state laws, as well as relevant School Board policies.
27. perform other duties as assigned by the Workers' Compensation Program Administrator or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Interacts with contracted service providers to ensure the District's Workers' Compensation program is consistent with SBBC's strategic direction, policies, and procedures; communicate strategically with location administrators, to promote and reinforce the District's workers' compensation program strategic direction. Frequent contact with provider of claims system, panel and vendor management staff, vendors with IT interface (PBM, medical offices, etc.), regulatory contact interface Department of Workers' Compensation, CPS, Division of Administrative Hearings (DOAH), etc.), and SBBC Information Technology.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Manager, Workers' Compensation Information Analytics
Point Range: 845 - 944

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|---|--|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Manager, Workers' Compensation Information Analytics

Point Range: 845 - 944

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
<u>A/3</u>	A/3	D	C	D

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Manager, Workers' Compensation Medical Consumerism
CONTRACT YEAR:	Twelve Months
SALARY BAND:	C
BARGAINING UNIT:	ESMAB

PREFERRED QUALIFICATIONS

EDUCATION: An earned Bachelor's degree in relevant field from an accredited institution.

EXPERIENCE: Minimum of four (4) years of experience, within the last eight (8) years, in workers compensation medical case management, evidence based medicine practices, industry guidelines, utilization review, quality assurance, medical review, or a combination of these areas.

OR

MINIMUM QUALIFICATIONS

EDUCATION: A Nursing degree from an accredited institution or Nursing certification from an accredited Nursing program.

EXPERIENCE: Minimum of eight (8) years of experience, within the last twelve (12) years, in workers compensation medical case management, evidence based medicine practices, industry guidelines, utilization review, quality assurance, medical review, or a combination of these areas.

ADDITIONAL QUALIFICATIONS

REQUIRED: Demonstrated experience in developing medical policies and procedures. Comprehensive knowledge of medical, administrative, ethical, legal requirements and standards related to healthcare delivery within the workers' compensation system. Computer skills as required by the position. Bilingual skills preferred.

REPORTS TO: Workers Compensation Program Administrator or designee

SUPERVISES: No supervisory responsibilities

POSITION GOAL: The Manager, Workers' Compensation, Medical Consumerism position is responsible for the leadership and oversight of the District's workers' compensation medical consumerism and quality components of the overall program. This position will objectively and systematically guide, monitor and evaluate the quality of care for injured workers based upon relevant Florida statutory and regulatory requirements, prevailing standards of medical practice with emphasis on evidenced-based medicine, and the principles and concepts that form the foundation of the District's comprehensive, integrated, and criteria-based workers' compensation program. This position also serves as the District's workers' compensation medical expert advisor for all relevant matters, including but not limited to; access and coordination of care, clinical panel adequacy, utilization and effectiveness, stay at work/return to work, patient satisfaction, medical-legal activity, appropriateness of clinical care/utilization of services and overall medical and related costs.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Manager, Workers' Compensation Medical Consumerism shall:

1. serve as custodian of intellectual integrity of the District's workers' compensation program core principles.
2. monitor, analyze, compare, and evaluate medical consumerism content, and make recommendations as necessary to achieve program objectives.
3. analyze and interpret a wide array of data, including workers' compensation authorization, referral and reimbursement data, clinician panel data and medical utilization data.
4. supervise and direct a section of employees in the area of medical policy, this includes technical guidance, training and recommendations.
5. lead special projects and enhanced research activities within the workers' compensation program.
6. identify problems based upon analysis to determine the need for immediate medical/nursing intervention, consultation and referral to other workers' compensation program staff.
7. investigate quality and quantity of provided health care to determine adherence with workers' compensation program policies, statute and regulatory requirements.

8. provide consultation and support for cases comprised of complex occupational illnesses and injuries and provide counseling on referrals with special or extraordinary circumstances.
9. participate in decisions regarding the formulation of policies, procedures and protocols for the management of workers' compensation claims.
10. interface with leadership and line management, regarding resolution of pending medical matters
11. plan, present, and evaluate medical consumerism related education programs.
12. establish and review medical case management record keeping procedures and workflows to ensure appropriateness.
13. guide medical staff in the delivery of workers' compensation health care consistent with nursing practice standards and established SBBC policies to ensure that appropriate care is provided.
14. assure the appropriate, practical, and consistent application of criteria-based medical consumerism determinations, based on recognized practice guidelines and other relevant evidenced-based medical literature, and corresponding State WC statute, regulation, and case law.
15. perform utilization management activities employing practices consistent with industry best practices (e.g., Utilization Review Accreditation Commission URAC, National Committee on Quality Assurance NCQA) and others, in order to ensure the provision of appropriate healthcare to the District's injured workers
16. identify areas of concern relative to specific claims and oversees referrals to the appropriate advisory mechanism (Peer Review, IME, medical advisors, etc.)
17. prepare and distribute ongoing clinical advisory documents to panel clinicians to reinforce the District's programmatic principles, expectations, and changes to policy and/or procedure
18. perform clinician site visits as necessary to provide coaching and counseling to clinicians and clinician staff
19. facilitate and/or conduct ongoing clinician education and training as necessary, e.g., in the interest of reinforcement of program requirements, remediation where specific issues have been identified, advice relative to new developments, etc.
20. perform Workers' Compensation Utilization Management review in accordance with applicable state mandated regulations (prospective/concurrent/retrospective)
21. serve as an advisor in the review of complex and complicated requests for medical services against established clinical review criteria to support medical operations team decision-making
22. work closely with management team in the ongoing development, calibration and implementation of utilization management programs
23. interface with key departments and leadership such as Risk Management, Human Resources, Information Systems, Internal Audit, Safety and Loss Control, etc.
24. serve as key contributor and lead efforts to define, measure, analyze, improve and control medical quality.
25. measure injured worker, employer and clinician satisfaction based on applicable mechanisms, i.e. reviews, surveys, 2-way communications, reports, with commensurate recommendations for continuous improvement strategies
26. provide "on the spot" consultation and training related to findings.

27. conduct briefings and conferences with the leadership team.
28. provide consultative services for the clinician panel.
29. conduct meetings and educational trainings on various subjects including summary of analysis findings, quality improvement and regulatory topics.
30. work with claims management to prepare meaningful remediation/action plans for audit issues as appropriate
31. provide oversight of certain delegated medical functions, e.g., pharmacy benefit management (including drug monitoring and utilization), triage and intake (initial ref
32. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
33. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
34. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
35. review current developments, literature and technical sources of information related to job responsibilities.
36. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
37. ensure adherence to good safety procedures.
38. follow all applicable federal and state laws, as well as School Board policies.
39. perform other duties as assigned by the Workers' Compensation Program Administrator or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Interact with contracted service providers, primarily clinician and other medical service providers to ensure that medical aspects of the District's Workers' Compensation program is consistent with SBBC's strategic direction, policies, and procedures; communicate strategically with location administrators, clinician community, legal community, regulators, to conduct continuous improvement activities, and provide direction, support, and oversight of medical case management staff .

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Manager, Workers' Compensation Medical Consumerism
Point Range: 945 - 1044

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

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| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Manager, Workers' Compensation Medical Consumerism

Point Range: 945 - 1044

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
B/3	A/3	D	C	D

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Manager, Workers' Compensation Claims
CONTRACT YEAR:	Twelve Months
SALARY BAND:	C
BARGAINING UNIT:	ESMAB

PREFERRED QUALIFICATIONS

EDUCATION: Bachelor's Degree in a related field from an accredited institution.

EXPERIENCE: Minimum of three (3) years of experience, within the last five (5) years, in workers' compensation claims adjusting, with at least one (1) year in a supervisory capacity. Must have advanced knowledge of, and ability to apply Florida workers' compensation statutory and regulatory provisions and legal principles (case law) relative to the medical, legal and financial aspects of claims management.

OR

MINIMUM QUALIFICATIONS

EDUCATION: A standard high school diploma or satisfactory completion of an approved General Education Development (GED) Testing Program.

EXPERIENCE: Minimum of five (5) years of experience, within the last eight (8) years, in workers' compensation claims adjusting, with at least two (2) years in a supervisory capacity. Must have advanced knowledge of, and ability to apply Florida workers' compensation statutory and regulatory provisions and legal principles (case law) relative to the medical, legal and financial aspects of claims management.

ADDITIONAL QUALIFICATIONS

REQUIRED: Active 6-24 (Workers' Compensation license) or 6-20 (All Lines of Insurance license). Computer skills as required for the position.

PREFERRED: Recognized industry certification(s), designation(s), or coursework in relevant subject(s) - i.e. Workers' Compensation Board Certification through Florida Department of Insurance approved coursework, Associate Risk Management (ARM), Associate in Claims, Certified Workers' Compensation (CWC), etc.

REPORTS TO: Workers' Compensation Program Administrator or designee

SUPERVISES: Staff as assigned

POSITION GOAL: The Manager, Workers' Compensation Claims is responsible for managing day-to-day claims operations as the operations relate to individual claims. This position leads and directs a professional team of supervisory staff, adjusters and nurses in the investigation, adjudication and conclusion of assigned inventory of individual claims.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Manager, Worker's Compensation Claims shall:

1. serve as custodian of intellectual integrity for the District's workers' compensation program core principles.
2. provide general oversight, direction and management of the District's inventory of individual workers' compensation claims and claim activities, including investigation, financial management (medical management, litigation management, statutory and regulatory compliance as well as administrative processes.
3. provide input to the Workers' Compensation Program Administrator relative to claims management for the purpose of evaluation, planning and development of program related policies and procedures.
4. oversee, review, provide guidance and monitor claims activities in accordance statutory and regulatory requirements as well as internal policy and procedure, to ensure appropriate, merit-based judgments, decisions and determinations in the adjudication of claims.
5. assure workers' compensation program quality and operational consistency through regular and ongoing implementation and reinforcement of standards and controls, systems and policies, and regular evaluation.
6. utilize workers' compensation expertise to influence individual claim direction

7. serve as ultimate technical claims management authority with regard to escalated claim matters, claim strategy, award or denial of benefits, and financial (reserve) decisions, within pre-determined and established authority.
8. conduct routine claims reviews (recurring, targeted, and random sample) in accordance with policy and procedure.
9. escalate issues of concern (patterns and trends) to the program administrator as appropriate.
10. ensure timely and accurate reporting of required claims activity and financial information to the District's excess carrier.
11. maintain awareness of emerging workers' compensation claims issues and developments within the workers' compensation system in order to advise, educate and reinforce appropriate claims decision-making.
12. facilitate optimum programmatic outcomes, including but not limited to; minimization of disability and lost time from work, reduction in litigation rate, appropriate and effective utilization of medical care.
13. intervene proactively and in real-time to ensure appropriate supervision and oversight, including proper escalation of critical situations.
14. manage claim activity continuity, change, and transition on a daily basis.
15. deploy continuous improvement tactics in order to improve day-to-day operational effectiveness and efficiency.
16. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
17. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
18. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
19. review current developments, literature and technical sources of information related to job responsibilities.
20. ensure adherence to good safety procedures.
21. follow all applicable federal and state laws, as well as relevant School Board policies.
22. perform other duties as assigned by the Workers' Compensation Program Administrator.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Interact with contracted service providers to ensure the District's Workers' Compensation program is consistent with SBBC's strategic direction, policies, and procedures; communicate strategically with location administrators, clinician community, legal community, judiciary, regulators, to promote and reinforce the District's Workers' Compensation Program strategic direction. Will regularly communicate with claim stakeholders, including but not limited to; injured workers, location administrators/representatives, physicians and other clinicians, defense and plaintiff counsel, regulators and others, to resolve/discuss claims related matters.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Manager, Workers' Compensation Claims
Point Range: 945 - 1044

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|--|--|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/ Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Manager, Workers' Compensation Claims

Point Range: 945 - 1044

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
A/2	C/3	D	C	D

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Manager, Workers' Compensation Operations Support
CONTRACT YEAR:	Twelve Months
SALARY BAND:	B
BARGAINING UNIT:	ESMAB

PREFERRED QUALIFICATIONS

- EDUCATION:** An earned bachelor's degree from an accredited institution.
- EXPERIENCE:** Minimum of three (3) years of experience , within the last five (5) years, in workers' compensation operations or administration, healthcare delivery or administration, health insurance, property/casualty insurance or similar with at least one (1) years in a supervisory capacity.

OR

MINIMUM QUALIFICATIONS

- EDUCATION:** Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.
- EXPERIENCE:** Minimum of six (6) years of experience, within the last ten (10) years, in workers' compensation operations or administration, healthcare delivery or administration, health insurance, property/casualty insurance or similar with at least two (2) years in a supervisory capacity.
- REPORTS TO:** Workers' Compensation Program Administrator or designee
- SUPERVISES:** Staff as assigned
- POSITION GOAL:** The Manager, Workers' Compensation Operations Support is responsible for the day to day oversight and management of technical medical and related support services functions that

provide basic programmatic infrastructure required for effective and efficient claims and operational management.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Manager, Workers' Compensation Operations Support shall:

1. serve as custodian of intellectual integrity of the District's workers' compensation program core principles.
2. manage day to day activities of a multi-disciplinary team of technical experts as a business operations unit.
3. analyze performance of support team activities and areas of responsibility, identify patterns, trends, or situational concerns, and , devise and implement practical solutions to prevent recurrence and enhance quality.
4. manage relationships and service levels with key business partners; serve as a liaison with strategic partners (i.e. clinicians, vendors, third party administrator, bill review and re-pricing entity, pharmacy benefit manager, independent adjusters).
5. assume key role in the management and oversight of clinician panel performance matters, i.e. non-conformance with pre-agreed upon obligations.
6. schedule, assign, and re-calibrate on an ongoing basis, medical support services resources to provide appropriate completion of tasks.
7. provide input as requested or necessary regarding selection of strategic medical services partners.
8. assume primary role for management and distribution of programmatic data and information.
9. assume primary role as liaison with service contractor for coordination of clinician panel/network recruiting, selection, credentialing and contracting.
10. assume primary role as liaison with service contractor for coordination of medical bill re-pricing and reimbursement.
11. assume primary role for management of document control (incoming and outgoing mail, scanning, indexing, etc.).
12. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
13. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
14. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
15. review current developments, literature and technical sources of information related to job responsibilities.
16. ensure adherence to good safety procedures.
17. Perform other duties as assigned by the Workers' Compensation Program Administrator or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Will regularly communicate with the District's workers' compensation program's principle strategic partner/service contractor, as well as individual or component contractors/providers in order to ensure effective delivery of contracted services and is consistent with SBBC's strategic direction, policies and procedures.. Will regularly interact with claim stakeholders including but not limited to injured workers, location administrators, physicians and other clinicians, defense counsel, regulators, and others, as appropriate.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Manager, Workers' Compensation Operations Support
Point Range: 845 - 944

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|--|---|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Manager, Workers' Compensation Operations Support

Point Range: 845 - 944

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
<i>A/2</i>	<i>C/2</i>	D	C	C


THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	Supervisor, Workers' Compensation Claims
CONTRACT YEAR:	Twelve Months
SALARY BAND:	B
BARGAINING UNIT:	ESMAB

PREFERRED QUALIFICATIONS

EDUCATION: A Bachelor's degree in a related field from an accredited institution.

EXPERIENCE: Minimum of four (4) years of direct workers' compensation claims adjudication (as an adjuster) experience with at least two (2) years of experience directly supervising a Florida workers' compensation claims team, unit or operation.

OR

MINIMUM QUALIFICATIONS

EDUCATION: A standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.

EXPERIENCE: Minimum of seven (7) years of direct workers' compensation claims adjudication (as an adjuster) experience.

ADDITIONAL QUALIFICATIONS

REQUIRED: Florida 6-24 (workers' compensation adjuster) license or Florida 6-20 (all lines of insurance) license.

Advanced knowledge of, and ability to apply Florida workers' compensation statutory and regulatory provisions and legal principles (case law) relative to the medical, legal

and financial aspects of claims management. Computer skills as required by the position.

PREFERRED: Industry recognized certification(s) and/or designation relevant to workers' compensation claims management (Board Certification through Florida Department of Insurance approved coursework, Certified Workers' Compensation (CWC), Associate in Claims (AIC), etc.). Bilingual skills.

REPORTS TO: Manager, WC Claims or designee

SUPERVISES: Staff as assigned

POSITION GOAL: The Supervisor, Workers' Compensation Claims is assigned first-line supervision and oversight of decisions and determinations made by professional claims adjusting staff in the claims adjudication process. The Supervisor, Workers' Compensation Claims is accountable for supporting and reinforcing strategic as well as tactical, day-to-day claims related initiatives.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Supervisor, Workers' Compensation Claims shall:

1. serve as custodian of intellectual integrity for the District's workers' compensation program core principles.
2. build a strong partnership with paired supervisor of medical case management in order to collaboratively direct and strategically integrate the delivery of medical services into claim action plans.
3. review and provide direction, on an ongoing basis, adjuster investigation into the facts and circumstances of individual claims in order to affect appropriate delivery/adjudication of benefits.
4. provide technical guidance, advice, support and lend expertise to adjusters in order to ensure the development of individual claim action plans
5. oversee, review, provide guidance to staff and monitor in accordance statutory and regulatory requirements as well as internal policy and procedure, workers' compensation claims on an ongoing basis for financial management activities, including but not limited to; individual case reserving, determination of proper average weekly wage, settlement evaluation, reporting of excess losses to District's excess carrier, third-party recoveries/subrogation, etc.
6. oversee, review, provide guidance to staff and monitor in accordance with statutory and regulatory requirements as well as internal policy and procedure, workers' compensation

- claims litigation management efforts, including but not limited to; direction to defense counsel, assessment and direction on legal strategy, attendance at key level events, etc.
7. oversee, review, provide guidance to staff and monitor in accordance with statutory and regulatory requirements as well as internal policy and procedure, workers' compensation claims investigative efforts, e.g., major contributing cause, apportionment of benefits, system fraud/abuse
 8. develop, guide, direct or modify individual claim action plans.
 9. assign and distribute work/assignments and determine work priorities for direct reports (adjusters, support staff) and develop schedules to provide adequate staff coverage.
 10. provide instruction and assist adjusters with difficult and/or unusual assignments.
 11. resolve specific claim problems encountered during daily claims management operations and determines appropriate solutions.
 12. identify and escalate claims with pre-determined criteria to the claims manager.
 13. inform staff regularly of relevant business issues and their impact to current assignments/caseloads.
 14. play a lead role and facilitate decision-making during multi-disciplinary team meetings held for the purpose of "round-table" group evaluation, planning and implementation of case strategy review and also prepare claim level data and reports to effectively manage day-to-day operational activities.
 15. manage timely and accurate reporting of required claims activity and financial information to the District's excess carrier, regulatory entities, internal and external claim parties/strategic partners.
 16. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
 17. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
 18. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
 19. review current developments, literature and technical sources of information related to job responsibilities.
 20. ensure adherence to good safety procedures.
 21. follow all applicable federal and state laws, as well as relevant School Board policies.
 22. perform other duties as assigned by the Manager, Workers' Compensation Claims or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

May occasionally interact with contracted service providers to ensure the District's Workers' Compensation program is consistent with SBBC's strategic direction, policies and procedures. Will regularly communicate with claim stakeholders including but not limited to injured workers, location administrators/representatives, physicians and other clinicians, defense and

plaintiff counsel, regulators, and others to discuss claims related information for the purpose of issue or claim resolution.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Supervisor, Workers' Compensation Claims
Point Range: 845 - 944

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|---|--|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Supervisor, Workers' Compensation Claims

Point Range: 845 - 944

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
A/2	C/3	D	C	C

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Supervisor, Workers' Compensation Medical Case Management
CONTRACT YEAR:	Twelve Months
SALARY BAND:	B
BARGAINING UNIT:	ESMAB

PREFERRED QUALIFICATIONS

EDUCATION: A Bachelor's degree in a related field from an accredited institution.

EXPERIENCE: Minimum of three (3) years of direct workers' compensation medical case management or in one or more areas that routinely comprise a workers' compensation array of injuries/illnesses (i.e., emergency medicine, cardiology, orthopedics, or neurology/neurosurgery, occupational medicine, pain management, physical medicine and rehabilitation, etc.) with at least one (1) year experience directly supervising a Florida workers' compensation medical management team, unit or operation.

OR

MINIMUM QUALIFICATIONS

EDUCATION: A Nursing degree from an accredited institution or Nursing certification from an accredited Nursing program.

EXPERIENCE: Minimum of five (5) years of direct workers' compensation medical case management or in one or more areas that routinely comprise a workers' compensation array of injury/illness (i.e., emergency medicine, cardiology, orthopedics, or neurology/neurosurgery, occupational medicine, pain management, physical medicine and rehabilitation, etc.) with at least one (1) year experience directly supervising a Florida workers' compensation medical management team, unit or operation.

ADDITIONAL QUALIFICATIONS

REQUIRED: An active Florida Registered Nurse license in good standing. Demonstrated experience in all aspects of workers' compensation medical case management (facilitation and coordination of medical care as the consumer of medical services on behalf of the injured worker, development and implementation of treatment plans, stay at work/return to work management, etc.)

Certified Case Manager or Certification in Critical Care Registered Nurse (CCRN) with Qualified Rehabilitation Professional (QRP) certification (if no QRP certification, must agree to obtain within 1 year).

PREFERRED: Advanced industry recognized certification(s) and/or designation(s) relevant to medical case management and/or workers' compensation. Utilization management/cost containment experience. Bilingual skills.

REPORTS TO: Manager, Workers' Compensation Claims or designee

SUPERVISES: Workers' Compensation Case Managers and/or other staff as assigned

POSITION GOAL: The Supervisor, Workers' Compensation Medical Case Management is assigned first-line supervision and oversight of decisions and determinations made by professional medical staff (telephonic nurse case managers and support staff) to ensure merit-based decision making. This position provides direction, support and advice to nurse case managers on complicated and complex claims as well as extending various authorizations as warranted, e.g., medical procedures/surgical intervention, utilization of medical services, and medical action plans. This position utilizes various methods to routinely and continuously assess individual and collective claims performance (reports and data management methods, file reviews, round tables, ad hoc communication on cases, etc.)

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Supervisor, Workers' Compensation Medical Case Management shall:

1. serve as custodian of intellectual integrity for the District's workers' compensation program core principles.

2. build a strong partnership with paired claims supervisor in order to support and integrate the delivery of claims services into overall claims strategy
3. review and monitor workers' compensation claims on an ongoing basis for appropriateness of clinical and administrative decision making as well as adherence to policy and procedure relative to; facilitation and coordination of medical care referral, authorization, reimbursement ,stay at work/return to work and medical causality
4. provide oversight to ensure medical case manager patient advocacy, orientation, appropriate contacts during claim, coordination & explanation of medical care concerns, issues and activities, facilitation of SAW/RTW, etc.
5. provide oversight to ensure utilization of merits-based decision-making at all times, based on the integration of the relevant; case-specific case facts, science & evidenced-based medicine, and statutory parameters.
6. provide objective feedback regarding cooperation, performance and other relevant parameters regarding clinicians, location administrators/representatives, and other system participants to support macro program management activities.
7. provide oversight with regard to the accuracy and completeness of medical claim activities by conducting initial and ongoing case reviews (scheduled and unscheduled, random and targeted), and provide recommendations for proper completion
8. review medical action plans for appropriateness given claim facts and circumstances.
9. determine and assign work priorities for direct reports (medical case managers, support staff) and develop schedules to provide adequate staff coverage
10. instruct and assist medical case managers with difficult and/or unusual assignments
11. assign and distribute work/assignments
12. resolve specific medically related claim problems encountered during daily claims management operations and determines appropriate solutions
13. inform staff regularly of relevant business issues and their impact to current assignments/caseloads
14. identify and escalate claims reaching pre-determined criteria to the claims manager.
15. play lead role in multi-disciplinary, "round-table" team meetings to evaluate individual cases meeting certain criteria and facilitate medical decision-making.
16. review claim level data and reports to effectively manage day to day operational activities
17. manage timely and accurate reporting of required medical activity and financial information to the District's excess carrier.
18. review and provide guidance regarding significant/escalated medical issues
19. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
20. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
21. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
22. review current developments, literature and technical sources of information related to job responsibilities.
23. ensure adherence to good safety procedures.

24. follow all applicable federal and state laws, as well as relevant School Board policies.
25. perform other duties as assigned by the Manager, Workers' Compensation Claims or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

May occasionally interact with contracted service providers to ensure the District's Workers' Compensation program is consistent with SBBC's strategic direction, policies and procedures. Will regularly communicate with claim stakeholders including but not limited to injured workers, location administrators, physicians and other clinicians, defense and plaintiff counsel, regulators, and others to discuss individual claims tactical information for the purpose of issue or claim resolution.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Supervisor, Workers' Compensation Medical Case Management
Point Range: 845 - 944

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|---|--|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Supervisor, Workers' Compensation Medical Case Management

Point Range: 845 - 944

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
B/2	C/2	C	C	C

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Workers' Compensation Claims Adjuster
CONTRACT YEAR:	Twelve Months
SALARY BAND:	B
BARGAINING UNIT:	ESMAB

PREFERRED QUALIFICATIONS

- EDUCATION:** An earned bachelor's degree from an accredited institution.
- EXPERIENCE:** Minimum of one (1) year workers' compensation claims handling experience in all aspects of workers compensation claims adjudication (litigation management, financial management, statutory and regulatory compliance, administrative documentation, etc.).

MINIMUM QUALIFICATIONS

- EDUCATION:** A standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.
- EXPERIENCE:** Minimum of three (3) years workers' compensation claims handling experience in all aspects of workers' compensation claims adjudication (litigation management, financial management, statutory and regulatory compliance, administrative documentation, etc.).

ADDITIONAL QUALIFICATIONS

- REQUIRED:** A Florida 6-24 (workers' compensation adjuster) license or Florida 6-20 (all lines of insurance) license.
- PREFERRED:** Industry certification/designation (i.e. Chartered Property Casualty Underwriter (CPCU), Associate in Claims (AIC), Certified Workers' Compensation (CWC), and/or similar industry recognized certification or designation. In depth knowledge of Florida workers' compensation statutes and

regulation and experience in the application of the law and rules. Bilingual skills.

REPORTS TO: Supervisor, Workers' Compensation Claims

SUPERVISES: No supervisory responsibilities

POSITION GOAL: The Workers' Compensation Claims Adjuster is responsible for first-line claims handling, i.e., benefit determination based on interpretation of statutory provisions, legal precedence, regulatory rules, and administrative policy and procedure. This position is responsible for managing the financial, legal, statutory/regulatory and administrative activities related to an assigned inventory of individual claims.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Workers' Compensation Claims Adjuster shall:

1. serve as custodian of intellectual integrity of the District's workers' compensation program core principles.
2. build a strong partnership with paired medical case manager in order to support and integrate the delivery of medical services into the overall claim strategy.
3. investigate, on an ongoing basis, the facts and circumstances of individual claims in order to appropriately deliver on/adjudicate the provision of benefits.
4. develop individual claim action plans in order to bring claims to appropriate closure.
5. identify specific claim issues encountered during daily claims management operations, determine appropriate solutions and reach collaborative resolution of issues.
6. manage assigned inventory of claims to appropriate closure through application of proactive litigation management
7. manage assigned inventory of claims to appropriate closure through application of financial management techniques relative to including but not limited to; individual case reserving, determination of proper average weekly wage, settlement evaluation, reporting of excess losses to the District's excess carrier, third-party recoveries/subrogation, etc.
8. manage compliance with statutes and regulation as well as other administrative processes including but not limited to; major contributing cause, apportionment of benefits, system fraud and/or abuse,
9. serve as the conduit of claim information by documenting and communicating relevant claim activity within the claims administration system and among appropriate claim parties.
10. gather evidence and conduct investigations in order to make appropriate determinations regarding initial and ongoing coverage and compensability including medical causality.
11. gather evidence and conduct investigations in order to evaluate case facts in order to make determinations regarding denial.
12. utilize appropriate claim diary management practices/actions (scheduling of future claim activities).
13. identify subrogation potential and pursue the process of reimbursement where applicable.
14. analyze, compute, process and document indemnity (lost wage) payments.

15. identify and escalate individual claims meeting pre-determined criteria, to the claims supervisor
16. participate in multi-disciplinary team meetings for the purpose of "round-table" group evaluation, planning, and implementation of case strategy.
17. review claim level data and reports to effectively manage day to day operational activities of an assigned inventory of claims.
18. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
19. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
20. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
21. review current developments, literature and technical sources of information related to job responsibilities.
22. ensure adherence to good safety procedures.
23. follow all applicable federal and state laws, as well as relevant School Board policies.
24. perform other duties as assigned by the Supervisor, Workers' Compensation Claims.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

May occasionally interact with contracted service providers to ensure the District's workers' compensation program is consistent with SBBC's strategic direction, policies and procedures. Will regularly communicate with claim stakeholders including but not limited to injured workers, location administrators, physicians and other clinicians, defense and plaintiff counsel, regulators, and others to discuss individual claims tactical information for the purpose of issue or claim resolution.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Workers' Compensation Claims Adjuster
Point Range: 845 - 944

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|---|--|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Workers' Compensation Claims Adjuster

Point Range: 845 - 944

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
A/1	A/4	D	C	D



JOB DESCRIPTION

POSITION TITLE:	Worker’s Compensation Medical Case Manager
CONTRACT YEAR:	Twelve Months
SALARY BAND:	B
BARGAINING UNIT:	ESMAB

MINIMUM QUALIFICATIONS

- EDUCATION:** A Nursing degree from an accredited institution or Nursing certification from an accredited Nursing program.
- EXPERIENCE:** A minimum of two (2) years of clinical nursing experience and one (1) year telephonic handling of all aspects of workers’ compensation medical case management including facilitation and coordination of medical care, medical consumerism, stay at work/return to work coordination, and determination of medical causality.

ADDITIONAL QUALIFICATIONS

- REQUIRED:** An active Florida Registered Nurse license in good standing. Medical case management certification such as Certificate in Certified Case Manager (CCM) or Certification in Critical Care Registered Nurse (CCRN) with Qualified Rehabilitation Professional (QRP) certification (if no QRP certification, must agree to obtain within 1 year). Computer skills as required by the position.
- PREFERRED:** Bilingual skills.
- REPORTS TO:** Supervisor, Workers’ Compensation Medical Case Management
- SUPERVISES:** No supervisory responsibilities
- POSITION GOAL:** The Workers’ Compensation Nurse Case Manager is responsible for first-line telephonic medical case management related to individual claims. This position is responsible for determining and executing all medical

consumerism activities on individual claims, with the principle goal of assuring accurate issue/problem identification, facilitating appropriate clinical/medical resolution (return to health) and optimal functional restoration, including Stay-at-Work/Return-to-Work (SAW/RTW).

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Workers' Compensation Medical Case Manager shall:

1. serve as custodian of intellectual integrity of the District's workers' compensation program core principles.
2. build a strong partnership with paired adjuster in order to support and integrate the delivery of medical services into the overall claim strategy.
3. develop individual medical action plans in order to bring claims to appropriate closure.
4. identify specific claim issues encountered during daily medical management activities, determine appropriate solutions and reach collaborative resolution of issues.
5. manage assigned inventory of claims to appropriate closure through application of pro-active medical consumerism activities including; authorizations, referrals and reimbursement
6. serve as a conduit of medical information by documenting and communicating relevant medical activity within the claims administration system and among appropriate claim parties.
7. make determinations regarding initial and ongoing investigation of medical causality
8. assess the health and functional status of employees through collection of medical and disability data
9. evaluate medical record history in order to provide guidance and advice regarding all aspects of claims decisions, including denial.
10. utilize appropriate claim diary management practices/actions (scheduling of future medical case management activities).
11. identify and escalate claims meeting pre-determined criteria to the medical supervisor
12. participate in multi-disciplinary team meetings for the purpose of "round-table" group evaluation, planning and implementation of case strategy
13. review claim level data and reports to effectively manage day to day medical activities.
14. prepare medical abstract reports for incorporation into "round-table" reviews, reporting to the District's excess carrier, defense counsel, and other claim parties/strategic partners as appropriate.
15. serve as patient advocate, orient, principle contact during claim, coordinates & explains medical care concerns, issues and activities, facilitates SAW/RTW, etc.
16. utilize merits-based decision-making at all times, based on the integration of the relevant; case-specific case facts, science & evidenced-based medicine, and

statutory parameters.

17. serve as principle facilitator of SAW/RTW efforts and coordination
18. provide objective feedback regarding cooperation, performance and other relevant parameters regarding clinicians, location administrators/representatives, and other system participants to support macro program management activities.
19. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
20. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
21. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
22. review current developments, literature and technical sources of information related to job responsibilities.
23. ensure adherence to good safety procedures.
24. follow all applicable federal and state laws, as well as relevant School Board policies.
25. perform other duties as assigned by the Manager, Workers' Compensation Medical Case Management or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

May occasionally interact with contracted service providers to ensure the District's Workers' Compensation program is consistent with SBBC's strategic direction, policies and procedures. Will regularly communicate with claim stakeholders including but not limited to injured workers, location administrators, physicians and other clinicians, defense counsel, regulators, and others to discuss individual claims tactical information for the purpose of issue or claim resolution.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Worker's Compensation Medical Case Manager
Point Range: 845 - 944

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|---|--|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Worker's Compensation Medical Case Manager

Point Range: 845 - 944

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
B/1	A/3	D	C	D

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Workers' Compensation Compliance & Information Specialist
CONTRACT YEAR:	Twelve Months
PAY GRADE:	A1
BARGAINING UNIT:	ESMAB

PREFERRED QUALIFICATIONS

- EDUCATION:** An associate's degree in a field related to the title of the position.
- EXPERIENCE:** Minimum of three (3) years of experience in a worker's compensation support or analytical role.

MINIMUM QUALIFICATIONS

- EDUCATION:** Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.
- EXPERIENCE:** Minimum of five (5) years of experience in a worker's compensation support or analytical role.

ADDITIONAL QUALIFICATIONS

- Computer skills as required for the position. Bilingual skills preferred.
- REPORTS TO:** Manager, Workers' Compensation Operations Support or designee
- SUPERVISES:** No supervisory responsibilities
- POSITION GOAL:** The Workers' Compensation Compliance & Information Specialist position is responsible for providing administrative support for the Workers' Compensation Program leadership team, collecting and distributing

various forms of financial data necessary for the timely and accurate, reporting of statutory/regulatory information, and for supporting various administrative functions within program/claim operations.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Workers' Compensation Compliance & Information Specialist shall:

1. serve as custodian of intellectual integrity for the District's workers' compensation program core principles.
2. compile and analyze data in order to prepare program level workers' compensation self-insurance and self-administration statutory/regulatory reports and filings, e.g. financial/loss costs, certifications, and claim activity reporting.
3. provide assistance on legislative, regulatory, and industry initiatives.
4. maintain extensive spreadsheets and databases create forms and templates, and prepare and format documents using multiple software programs for supervisor's presentations and reports.
5. compose/prepare correspondence to key stakeholders for review and submission by Workers' Compensation Program Administrator
6. compile and summarize workers' compensation specific statutory data.
7. perform analysis, and create reports for supervisor review and submission to regulating agencies.
8. schedule and coordinate meeting facilities and equipment, make travel arrangements, and maintain the central task and event calendar.
9. attend and participate in meetings on supervisor's behalf as requested; responsible for producing and distributing meeting minutes to appropriate personnel.
10. assist with the work area budget process; maintains records of expenditures, ensure proper financial coding.
11. respond to internal and external customer requests for statutorily required information.
12. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
13. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
14. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
15. ensure adherence to good safety procedures.
16. follow all applicable federal and state laws, as well as relevant School Board policies.
17. perform other duties as assigned by the Manager, Workers' Compensation Operations Support or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Regularly interact with contracted service providers to ensure the District's Workers' Compensation program is consistent with SBBC's strategic direction, policies and procedures. Regularly communicate with claim stakeholders including but not limited to injured workers, location administrators, medical practice staff, legal practice staff, and others relative to compliance and general support matters.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is not exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved:

Board Adopted:

Position Factor Listing

Workers' Compensation Compliance & Information Specialist

Point Range: 655 - 754

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

1 - Immediate workgroup

2 - Outside of immediate workgroup

3 - Assistant/Associate/Deputy Superintendents

4 - Superintendent, School Board; critical external parties

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Workers' Compensation Compliance & Information Specialist

Point Range: 655 - 754

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
A/2	A/3	C	B	B

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Workers' Compensation Orientation Coordinator
CONTRACT YEAR:	Twelve Months
PAY GRADE:	4
BARGAINING UNIT:	COPA

MINIMUM QUALIFICATIONS

EDUCATION: Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.

EXPERIENCE: Minimum of three (3) years of experience in a workers' compensation customer service related field, having frequent telephonic interface with injured workers, employers, adjusters, nurses and other workers' compensation system stakeholders.

ADDITIONAL QUALIFICATIONS

Demonstrated ability to document and keep accurate records. Computer skills as required for the position.

PREFERRED: Bilingual skills

REPORTS TO: Manager, Workers' Compensation Operations Support or designee

SUPERVISES: No supervisory responsibilities

POSITION GOAL: Responsible for providing the District's injured workers with orientation to statutory benefit provisions and processes, introductory overview of the District's program and instruction regarding future activities. Under the direction of the Manager, Workers' Compensation Operation Support, this position is designed to facilitate early communication, support the injured worker's

adjustment to a new and often challenging situation and deliver meaningful guidance to aid in system navigation.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Workers' Compensation Orientation Coordinator shall:

1. orient and inform injured workers in regard to relevant workers' compensation processes, securing of benefits, jeopardizing benefits, contact information for assigned professional team (claims and medical management team members), and briefing as to anticipated upcoming claim activities and events.
2. act as a conduit of information between injured workers and workers' compensation team members in order to expedite resolution of injured worker concerns.
3. maintain broad knowledge of claims operations, policies, procedures, and other relevant areas through management communications, meetings, and formal training in order to provide accurate, meaningful information to injured workers.
4. use non-scripted probing techniques to determine injured worker needs and to offer the most appropriate avenue for resolution.
5. redirect injured worker inquiries that may require specific expertise or escalation.
6. listen attentively to injured worker needs and concerns and provide reassurance and solutions.
7. build rapport with injured workers.
8. prepare and complete accurate documentation of all activities as defined by policy and procedure.
9. communicate effectively with individuals/teams in the program to ensure timely expedition of injured worker requests.
10. contribute ideas on ways to resolve problems to better serve the injured worker.
11. participate in activities designed to improve and measure injured worker satisfaction.
12. troubleshoot, research and analyze injured worker concerns.
13. enter and analyze transactions in the claims administration system, corrects records, and adjusts errors based upon feedback from injured workers.
14. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
15. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
16. review current developments, literature and technical sources of information related to job responsibilities.
17. ensure adherence to good safety procedures.
18. follow federal and state laws, as well as School Board policies.
19. perform other duties as assigned by the Manager, Workers' Compensation Operations Support or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Regularly communicates with claim stakeholders including but not limited to; injured workers, adjusters, nurses, risk management, location administrators, physicians and medical practice staff, defense counsel and legal practice staff, and others to discuss/resolve specific, individual matters of concern to injured workers.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is not exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved:

Board Adopted:

Position Factor Listing

Workers' Compensation Orientation Coordinator

Point Range: 390 - 419

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|---|--|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Workers' Compensation Orientation Coordinator

Point Range: 390 - 419

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
A/1	A/3	B	A	A

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Workers' Compensation Medical Support Assistant
CONTRACT YEAR:	Twelve Months
PAY GRADE:	3
BARGAINING UNIT:	COPA

MINIMUM QUALIFICATIONS

EDUCATION: Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.

EXPERIENCE: Minimum of three (3) years of clerical experience in a workers' compensation support role.

ADDITIONAL QUALIFICATIONS

Computer skills as required for the position. Bilingual skills preferred.

REPORTS TO: Manager, Workers Compensation Operations Support or designee

SUPERVISES: No supervisory responsibilities

POSITION GOAL: Responsible for providing administrative assistance in relation to the management of the clinician panel and other medical service functions. Reporting to the Manager, Workers' Compensation Support Operations, this position primarily handles and/or fields day-to-day clinician panel operational issues, prepares and maintains panel related documentation and supports select activities and transactions performed by the medical management team.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:**The Workers' Compensation Medical Support Assistant shall:**

1. ensure accuracy of physician demographic information.
2. track and resolve issues (conduct research) regarding returned correspondence.
3. answer and field incoming calls related to medical panel maintenance.
4. ensure and notify clinicians and/or clinician office staff of clinician agreement status changes.
5. handle the administrative components of all medical panel related functions as directed.
6. distribute panel management materials to participating clinicians as directed.
7. coordinate medical management and clinician panel management meetings (internal and external).
8. maintain confidential records.
9. perform data inquiries within claims administration system.
10. generate records and reports from automated systems.
11. perform select general administrative duties to aid medical operations staff, e.g., set medical appointments, respond to general medical related inquiries, prepare medical records for external referrals, etc.
12. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
13. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
14. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
15. ensure adherence to good safety procedures.
16. follow all applicable federal and state laws, as well as relevant School Board policies.
17. perform other duties as assigned by the Manager, Workers' Compensation Operations Support or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Occasionally communicate with claim stakeholders including but not limited to injured workers, location administrators, medical practice staff, legal practice staff, and others to discuss/resolve specific, individual document processing matters.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is not exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved:

Board Adopted:

Position Factor Listing

Workers' Compensation Medical Support Assistant
Point Range: 360 - 389

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

1 - Immediate workgroup	2 - Outside of immediate workgroup
3 - Assistant/Associate/Deputy Superintendents external	4 - Superintendent, School Board; critical parties

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Workers' Compensation Medical Support Assistant
Point Range: 360 - 389

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
A/1	A/3	B	A	B

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Workers' Compensation Medical Records Researcher
CONTRACT YEAR:	Twelve Months
PAY GRADE:	4
BARGAINING UNIT:	COPA

MINIMUM QUALIFICATIONS

EDUCATION: Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.

EXPERIENCE: Minimum of four (4) years of clerical experience in a workers' compensation support role.

ADDITIONAL QUALIFICATIONS

Computer skills as required for the position. Bilingual skills preferred.

REPORTS TO: Manager, Workers' Compensation Operations Support or designee

SUPERVISES: No supervisory responsibilities

POSITION GOAL: The Workers' Compensation Medical Records Researcher is responsible for researching, requesting, collecting, verifying, investigating and otherwise navigating the healthcare system to secure prior medical records relevant to making workers' compensation claim determinations. The primary role of this position is to provide the claims operation with medical and related data and information necessary to make appropriate compensability and medical causality determinations as required by statute.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:**The Workers' Compensation Medical Records Researcher shall:**

1. perform research in order to prepare accurate requests for information.
2. conduct and document ongoing follow up with holder of medical records.
3. effectively use advanced customer service skills and principles in order to successfully secure records.
4. utilize familiarity with medical practice/facility medical records processes to enhance opportunity for success in securing medical records.
5. utilize well-developed problem solving skills to aid in alternative approaches to successfully securing medical records.
6. compile medical records and information for use by claims operations.
7. utilize automated system to record and track progress of medical records collection.
8. prepare and complete accurate documentation of all activities as defined by policy and procedure.
9. troubleshoot, research, analyze and remove barriers to the securing of medical records (provide pre-payment, collect and deliver signed medical release, etc.) enter and analyze transactions in the claims administration system, correct records, and adjust errors based upon feedback from medical providers.
10. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
11. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
12. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities..
13. ensure adherence to good safety procedures.
14. follow all applicable federal and state laws, as well as relevant School Board policies.
15. perform other duties as assigned by the Manager, Workers' Compensation Operations Support or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Main contact is medical providers, facilities, etc, Will regularly interact with contracted service providers to ensure the District's Workers' Compensation program is consistent with SBBC's strategic direction, policies and procedures. Will regularly communicate with claim stakeholders including but not limited to injured workers, medical practice staff, legal practice staff, and others to discuss/resolve specific, individual medical records collection matters.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is not exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Position Factor Listing

Workers' Compensation Medical Records Researcher
Point Range: 390 - 419

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

- | | |
|---|--|
| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Workers' Compensation Medical Records Researcher
Point Range: 390 - 419

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
A/2	A/2	B	A	A

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Workers' Compensation Document Control Clerk
CONTRACT YEAR:	Twelve Months
PAY GRADE:	1
BARGAINING UNIT:	COPA

MINIMUM QUALIFICATIONS

EDUCATION: Standard high school diploma or satisfactory completion of an approved General Educational Development (GED) Testing Program.

EXPERIENCE: Minimum of one (1) years of clerical experience in a workers' compensation support role.

ADDITIONAL QUALIFICATIONS

Computer skills as required for the position. Bilingual skills preferred.

REPORTS TO: Manager, Workers' Compensation Operations Support or designee

SUPERVISES: No supervisory responsibilities

POSITION GOAL: Responsible for maintaining an optimal correspondence communication system. Reporting to the Manager, Workers' Compensation Operations Support, this position primarily distributes paper and electronic internal and external mail through the workers compensation mail processing system, performs scanning and indexing of documents, and maintains the claims file room and program archives.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:**The Workers' Compensation Document Control Clerk shall:**

1. open, date stamp, sort and distribute mail to appropriate destinations.
2. prepare outgoing mail for delivery to the post office or District internal mail operation
3. contact delivery services to arrange pickup and delivery logistics for important letters or oversized parcels.
4. operate machines that affix postage and mailing labels; collate, fold, and insert material into envelopes for mailing.
5. use computers to keep records of incoming and outgoing documents.
6. maintain established claim files (electronic and/or hard-copy) and other records in accordance with internal procedures.
7. maintain accurate archiving system.
8. code/index data received from a variety of sources.
9. analyze data imaging/indexing assignments, identify and act on time-sensitive or priority documents.
10. maintain scanning and indexing production schedules.
11. assist in developing data indexing procedures as necessary.
12. perform more complex assignments requiring selection, coding, and interpretation of data.
13. review and inspect work to assure compliance with job instructions, and other procedural instructions.
14. maintains accurate record keeping of work performed.
15. modify, update, and correct data contained in automated systems.
16. perform data inquiries and searches on automated systems.
17. generate records and reports from automated systems.
18. applies training, experience and judgment in searching for, interpreting, selecting, or coding items to be entered.
19. perform administrative duties e.g., answering phone and ordering office supplies.
20. perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
21. participate successfully in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
22. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
23. ensure adherence to good safety procedures.
24. follow all applicable federal and state laws, as well as relevant School Board policies.
25. perform other duties as assigned by the Manager, Workers Compensation Operations Support or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Occasionally communicate with claim stakeholders including but not limited to injured workers, location administrators, medical practice staff, legal practice staff, and others to discuss/resolve specific, individual document processing matters.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is not exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Approved:

Board Adopted:

Position Factor Listing

Workers' Compensation Document Control Clerk

Point Range: 300 - 329

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

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| 1 - Immediate workgroup | 2 - Outside of immediate workgroup |
| 3 - Assistant/Associate/Deputy Superintendents | 4 - Superintendent, School Board; critical external parties |

3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Workers' Compensation Document Control Clerk

Point Range: 300 - 329

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
A/1	A/2	A	A	A



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

JOB DESCRIPTION

POSITION TITLE:	Specialist, Workers' Compensation <u>Stay-at-Work / Return-to Work (SAW/RTW)</u>
CONTRACT YEAR:	Twelve Months
SALARY BAND:	B
BARGAINING UNIT:	<u>BTU-TSP ESMAB</u>

MINIMUM QUALIFICATIONS:

EDUCATION: An earned master's degree from an accredited institution.

EXPERIENCE: Minimum of five (5) years experience, within the last seven (7) years, and/or training in the field related to the title of the position, with at least one (1) year of return-to-work or job accommodation experience

ADDITIONAL REQUIREMENTS:

REQUIRED: ~~Requires increasingly more responsible administrative experience in a comprehensive and integrated Workers' Compensation Program including; intake coordination, claims management, medical consumerism, claim information systems, stay at work/return to work programs, and contract administration of a comprehensive Workers' Compensation management organization (WCMO).~~

PREFERRED: ~~Preferred degree majors include science, business, or other related fields; Physical/Occupational Therapy license preferred. Bilingual skills preferred. Certified Rehabilitation Counselor (CRC) designation, or experience as a physical or occupational therapist. Bilingual skills.~~

OR

EDUCATION: An earned bachelor's degree from an accredited institution.

EXPERIENCE: Minimum of seven (7) years experience, within the last 10 (ten) years, and/or training in the field related to the title of the position.

ADDITIONAL REQUIREMENTS QUALIFICATIONS:

REQUIRED: ~~Requires increasingly more responsible~~ Administrative experience in a comprehensive and integrated Workers' Compensation Program including; intake coordination, claims management, medical consumerism, claim information systems, stay-at-work/return-to-work programs, and/or contract administration of a comprehensive Workers' Compensation management organization (WCMO). Computer skills as required for the position.

PREFERRED: ~~Preferred~~ Degree majors include science, business, or other related fields; Physical/Occupational Therapy license, therapist experience and/or Certified Rehabilitation Counselor (CRC) designation. ~~preferred.~~ Bilingual skills ~~preferred.~~

REPORTS TO: ~~Executive Director, Benefits & EEO Compliance Manager,~~ Workers' Compensation Operations Support

SUPERVISES: ~~Employees as assigned~~ No supervisory responsibilities

POSITION GOAL: ~~Improve the value of the Workers' Compensation Program to the Broward County School District by assisting injured employees and volunteers with access to required medical care and effective program administration; maximizing positive clinical outcomes; minimizing residual disability; and identifying opportunities for cost reductions and service improvement.~~ The Workers' Compensation Stay-at-Work / Return-to Work Coordinator is responsible for effectively coordinating the District's stay-at-work/return-to-work program (SAW/RTW) and policies. this position works collaboration with location administrators, to facilitate the reduction of lost-time an disability by making recommendations to adapt work processes, tailor the work environment, or provide work alternatives to safely accommodate the clinically-prescribed functional restrictions/limitations of an injured worker.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Specialist, Workers' Compensation Stay-at-Work / Return- to Work (SAW/RTW) shall perform duties in the area as assigned:

A. — Claims Management

- ~~1. assist the Executive Director, Benefits & EEO Compliance to augment, implement, and monitor the District's Workers' Compensation Program consistent with Risk Management's core principles and criteria driven decision making philosophy.~~
- ~~2. modify as directed the District's Worker's Compensation Program, policies, and procedures for compliance with all federal, state and local regulations.~~
- ~~3. prepare and review periodic reports to identify applicable trends relating to the claims file management and recommend program modifications.~~
- ~~4. conduct routine claim reviews to ensure proper claims file management and medical consumerism.~~
- ~~5. maintain and monitor appropriate work processes with regard to claims file management.~~
- ~~6. coordinate and assist in investigating workplace accidents when appropriate to provide sufficient information to allow the WCMO to make determinations of compensability.~~
- ~~7. serve as primary contact for all Workers' Compensation claims file management matters with the District's approved WCMO and excess insurance carrier.~~
- ~~8. conduct periodic performance reviews to monitor adherence to all appropriate contract standards of all District strategic partners to include the WCMO and ancillary service providers.~~
- ~~9. ensure compliance with all state reporting requirements of the District's Workers' Compensation Program.~~
- ~~10. assist the Executive Director, Benefits & EEO Compliance by conducting periodic satisfaction surveys of the Program's internal stakeholders and strategic partners.~~
- ~~11. prepare background and research data when directed for use in Workers' Compensation litigated matters.~~

B. — Medical Consumerism and Stay-at-Work Program

- ~~1. develop and prepare periodic reports which evaluate the medical utilization and clinical outcomes associated with District's Workers' Compensation Program and recommend appropriate programmatic modifications to the Executive Director, Benefits & EEO Compliance as appropriate.~~
- ~~2. recommend, develop, and implement fiscally responsible programs for medical consumerism while maintaining the highest level of clinical service.~~
- ~~3. ensure consistent and appropriate utilization of all state forms associated with the delivery of medical services, particularly the DWC 25.~~
- ~~4. conduct routine claim reviews to ensure proper medical consumerism consistent with the District's Workers' Compensation Program model.~~
- ~~5. serve as the primary contact for the District's clinical providers and WCMO for all medical management and stay-at-work issues.~~
- ~~6. serve as custodian of intellectual integrity of the District's workers' compensation program core principles~~
- ~~7. develop formal job analyses to identify the physical requirements for District positions as necessary.~~

- ~~8. coordinate with the District's medical clinicians to facilitate their understanding of the District's job descriptions and physical functional requirements.~~
- ~~9. perform appropriate assessments to identify alternative employment opportunities for injured workers as necessary.~~
10. serve as the primary administrator and contact for the District's stay-at-work/return-to-work program.
- ~~11. provide on-going training to all appropriate supervisory staff regarding the District's stay at work/return to work program.~~
- ~~12. assist location supervisors with appropriate job modifications to ensure the effectiveness of the District's stay at work/return to work program and compliance with medical physical restrictions.~~
13. work with individual claimants injured employees in their work environment to facilitate stay-at-work/return-to-work opportunities.
14. analyze patterns and trends of specific occupational and programmatic data in order to initiate the appropriate intervention relative to job modification, ergonomics, etc.
15. recommend specific and practical modifications to the manner in which an injured worker performs his/her job duties, the injured workers' work environment, or specific work tasks in an effort to facilitate stay-at-work opportunities.
16. work collaboratively with relevant District and Workers' Compensation Program staff to design, develop, implement and reinforce the District's stay-at-work/return-to-work program
17. review and analyze data and reports in order to make informed decisions regarding recommendations for stay-at-work/return-to-work activities and initiatives
18. identify, educate and engage key District stakeholders and collaborate with strategic business unit/department managers to provide support and reinforcement of appropriate stay-at-work/return-to-work initiatives
19. build strong working relationships with managers in area of responsibility and coach managers/supervisors in understanding the process, developing return to work strategies that support business needs and expectations
20. identify positions and assist in creating temporary and alternative job assignment offers
21. partner with employee manager/supervisor to identify and address employer concerns regarding SAW/RTW process
22. serve as patient advocate and facilitator to injured worker regarding SAW/RTW process and related issues to ensure the identification and addressing of any related worker concerns, including , but not limited to orienting the employee about the process, answer questions, remove barriers and obstacles to successful SAW/RTW, and provide ongoing follow-up as required with the employee until there is appropriate final resolution of the functional and employment aspects of the claim.
23. conduct field evaluations and recommend improvement measures
24. perform preventative assessments, including pattern and trend analysis, designed to proactively reduce future injuries

25. attend interdisciplinary meetings and round table discussions as necessary to effectuate appropriate stay-at-work/ return-to-work
26. recognize changes in an injured worker's condition and communicate effectively with the team and clinician to consider adjustment of functional restrictions
27. anticipate and proactively identify potential work assignment options for employees who will be released on modified or alternative duty
28. recommend/initiate job specific modifications to prevent a recurrence or aggravation of an injured worker's condition
29. help resolve any issues or disputes related to return to work
30. assist the injured worker and the employer in meeting obligations within the return to work program
31. document, track and provide follow up intervention on cases meeting pre-established criteria, e.g., additional lost time, subsequent or intervening injuries
32. establish appropriate claim diary management practices/actions (scheduling of future claim activities).
33. identify and escalate matters meeting pre-determined criteria to the claims manager
34. participate in multi-disciplinary team meetings to evaluate individual cases selected for review.
35. review claim level data and reports to effectively manage day to day operational activities.
36. maintain technical competency and currency through continuous and regular review of relevant industry developments, literature, and other technical sources of information, as well as participation in conferences and other continuing education opportunities.
37. perform and promote all activities in compliance with equal employment and non-discrimination policies of the School Board of Broward County.
38. participate successfully in the training programs offered to increase the individual's skill and proficiency related to the assignments.
39. review current developments, literature and technical sources of information related to job responsibility.
40. ensure adherence to good safety procedures.
41. follow Federal and State laws, as well as School Board policies.
42. perform other duties as assigned by the ~~Executive Director, Benefits & EEO Compliance Manager, Workers' Compensation Operations Support~~ or designee.

SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:

May occasionally interact with contracted service providers to ensure the District's Workers' Compensation program is consistent with SBBC's strategic direction, policies, and procedures; ~~OR may communicate with injured workers, to address their concerns; location administrators, to discuss claims information; and clinicians, to resolve any medical issues associated with the District's Workers' Compensation program;~~ AND may represent the District at regulatory

Specialist, Workers' Compensation Stay-at-Work / Return-to Work (SAW/RTW) (cont.)

SBBC: CC-059

FL:715

hearings, legal actions, and legislative meetings within areas of jurisdiction. Will regularly communicate with claim stakeholders including but not limited to injured workers, location administrators, physicians and other clinicians, defense and plaintiff counsel, regulators, and others to discuss individual case facts and tactical activities relative to functional restoration efforts (return to work).

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

Job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.

Board Adopted: 12/11/07

Revised: 01/22/10

2009-2010 Organizational Chart

Revised: 10/25/2012

Organizational Chart: 2012-2013

Position Factor Listing

Specialist, Workers' Compensation Stay-at-Work / Return-to Work (SAW/RTW)

Point Range: 845 - 944

Position Factors

1. Knowledge: Combined required **minimum education/experience for competent performance**

<u>Education</u>	<u>Experience Range - Years</u>		
	<u>Up to 3</u>	<u>4-7</u>	<u>8+</u>
A. High School	1	2	3
B. A.A/Vocational training	1	2	3
C. B.S/B.A.	1	2	3
D. M.S/ M.A.	1	2	3
E. MS+ (Sr. Mgmt.)	1	2	3

2. Human Relations Skills: All interpersonal skills required to produce the desired end result

<u>Required skill level</u>	<u>*Organization Contact Level</u>			
A. Moderately important; courtesy/tact	1	2	3	4
B. Important; communicate ideas/lead team	1	2	3	4
C. Very important; influencing others; supervise/manage	1	2	3	4
D. Critical to end result; convincing others; lead/motivate	1	2	3	4

***Definitions**

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3. Problem Solving: Thinking environment to perform job duties

- A. Follow established routine and well-defined patterns
- B. Some analysis; known solutions
- C. Apply established principles; determine method
- D. Follows broad policies; known objectives
- E. Establish policies based on goals/strategies

Point Factor Listing (Cont.)

Specialist, Workers' Compensation Stay-at-Work / Return-to Work (SAW/RTW)

Point Range: 845 - 944

4. Decision Making Freedom: Freedom to take action

- A. Follows instructions; refer decisions to a higher authority
- B. Occasional independent action; interpret practices/procedures
- C. Independence within specialty area; report progress
- D. Frequent independent action; may impact other areas
- E. Regular independent action; follows broad policies

5. Position Impact: Degree of job impact on the District

- A. Minor to total organization; moderate to work unit
- B. Advisory to work unit; used by others to take action
- C. Substantial support, advice, and counsel to work unit
- D. Substantial direct impact on unit's results
- E. Authoritative to unit/substantial to District

Position Analysis Criteria

1. Knowledge	2. Human Relations Skills	3. Problem Solving	4. Decision Making Freedom	5. Position Impact
C/2	B/3	C	C	C