

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

05-16-97 WORKERS' COMPENSATION ADMINISTRATOR, 1766

Summary of Duties: A Workers' Compensation Administrator, through subordinate managers and third party administrators, plans, organizes and directs, or assists in such activities, the work of professional and clerical employees, engaged in the administration and management of the City workers' compensation program; applies sound management principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities and does related work.

Distinguishing Features: A Workers' Compensation Administrator is the technical and administrative head, or assistant technical and administrative head, of the Workers' Compensation Division of the Personnel Department, and has responsibility for workers' compensation benefits for all city employees with the exception of those in the Department of Water and Power. Through subordinate managers, a Workers' Compensation Administrator determines City responsibility toward employees who claim sickness or injury which occurs in the course and arising out of their employment.

The Workers' Compensation Administrator is a Division Head or an Assistant Division Head, and as such, is fully accountable for his or her work and the work of subordinates. A Workers' Compensation Administrator receives very general supervision and his or her work is reviewed mainly in terms of objectives accomplished, results obtained, compliance with policies and problems solved.

Example of Duties:

- Acts as a full-time supervisor, through subordinate managers, in planning, organizing and directing the work of professional and clerical employees engaged in the administration and management of workers' compensation benefits in cases involving City employees;
- Establishes and reviews Workers' Compensation Division procedures, policies and practices to ensure compliance with State laws and City policies;
- Develops, interprets, and approves policy for the Workers Compensation Division;
- Develops, recommends, and implements policies and procedures to ensure a balance of aggressive claims management and cost control techniques with the City's goal of providing injured City workers with timely and competent medical care and early return to gainful employment;

- Develops and implements the City's Fraud Prevention Program;
- Directs the preparation of the annual budget for the Division and the preparation of mid-year and year-end requests for adjustments and additional appropriations;
- Represents the City in developing and negotiating contracts with vendors or consultants to provide services for the Workers' Compensation program;
- Represents the City in resolving critical or high level Workers' Compensation issues;
- Confers and negotiates with providers of external services including the State of California, auditors, attorneys, Workers' Compensation Appeals Board Judges and providers of medical and rehabilitation services;
- Investigates difficult, sensitive and/or complex claims; determines extent of liability; secures reimbursement of costs where recovery rights exist; advises departments of reduction and avoidance of future liability;
- Prepares proposed new legislation relating to workers' compensation law for transmittal to the State through the City Council;
- Reviews proposed State legislation for impact on the City's Workers' Compensation system and prepares recommendations for forwarding through the Chief Legislative Analyst and City Council;
- Directs the preparation of correspondence and reports to State agencies, attorneys, doctors and injured workers and other regarding workers' compensation matters;
- Directs and oversees the Personnel Department's efforts to reduce the risk of injury through the monitoring of City department efforts to comply with CAL-OSHA safety mandates;
- Assists in identifying patterns in reported accidents and injuries leading to workers' compensation costs and lost time;
- Develops recommendations for departments for improvements in the work environment or work practices to reduce or eliminate risk;
- Monitors day-to-day claims management efforts to identify areas where improvements can be made in case management methods and approaches;
- Analyzes the City's performance in relationship to other similarly situated employers and carriers, as well as the workers' compensation industry in general, and identifies reasons for variance;
- Projects future costs of workers' compensation for planning and budgeting purposes and recommends strategies to control costs;
- Ensures "state of the industry" workers' compensation management efforts on the part of the third party administrators and City staff;
- Develops goals and benchmarks against which claims managers and adjusters can be evaluated;
- Recommends changes in the mix of self-administration versus third party administrators of the City's workers' compensation claims based on performance and cost considerations;
- Applies a broad range of risk management practices and techniques in ensuring that the City has the best possible workers' compensation program;

- Applies a variety of training techniques to keep subordinates up to date on workers' compensation issues;
- Maximizes productivity through effective communication and motivation of subordinate employees;
- Applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating, and disciplining subordinates;
- Communicates equal employment/affirmative action information to employees;

Qualifications:

A good knowledge of:

- The provisions of the California Workers' Compensation Act concerning occupational injuries including vocational rehabilitation and claims and of legal decisions interpreting the Act;
- The jurisdiction, functions, and procedures of the Workers' Compensation Appeals Board;
- California State Workers' Compensation law and pertinent Federal, State and local laws, codes and regulations;
- Modern and complex principles and practices of claims examination and adjustments including legal requirements;
- The practices and procedures involved in the investigation, evaluation, and adjustment of workers' compensation claims;
- Medical terminology, anatomy, and the care and treatment of occupational injuries and diseases;
- Public personnel administration, management, budgeting, fiscal management and organization as related to the administration of a comprehensive program;
- The laws and regulations related to equal employment opportunity and affirmative action;
- Sound supervisory principles and managerial practices including planning, delegating, and controlling the work of subordinates;
- Techniques for counseling, disciplining, and motivating subordinate personnel;
- Techniques of training, instructing and evaluating subordinate work performance;
- The California vehicle Code, City Ordinances, and laws relating to accidents involving property and persons;
- The time normally necessary for rehabilitation following various diseases and injuries;
- Effective safety principles and practices.

A working knowledge of:

- Memoranda of understanding as they relate to subordinate personnel;
- City personnel rules, policies and procedures;
- Pending legislation in the worker's compensation field;
- Safety orders and regulations of the California Division of Industrial Safety.

The ability to:

- Deal tactfully and effectively with a wide variety of individuals, including City officials, departmental managers, third party administrator staff and related outside legal counsel, City Attorney staff, vendors, consultants and others;
- Prepare and direct the preparation of clear, concise and comprehensive oral and written reports;
- Plan, organize and direct the activities of staff, as well as third party administrators, in the management and administration of the City's self-funded workers' compensation program;
- Determine the necessity for permanent disability awards;
- Prepare legal and medical evidence for presentation before the Workers' Compensation Appeal Board;
- Make prompt and accurate decisions on personal injury claims;
- Establish and maintain a work environment to enhance both employee morale and productivity;
- Apply sound supervisory principles and techniques;
- Develop subordinates through performance feedback, and to motivate subordinates to maximize productivity;
- Fulfill supervisory affirmative action responsibilities as indicated in the City's Affirmative Action Program.

Minimum Requirements: Two years as a Principal Workers' Compensation Analyst with the City of Los Angeles; or three years of full-time paid experience as a Claims Manager or Assistant Claims Manager which provides experience in the administration of a workers' compensation benefits program is required for a Workers' Compensation Administrator.

Note: Management experience in the field of risk management, workers' compensation for a municipality, and/or overseeing Third Party Administrators is highly desirable.

Prior to appointment, candidate must possess a "Self-Insurance Administrator's, Certificate of Achievement" issued by the State of California.

License: A valid California driver's license may be required.

Appointment to this position is subject to a one-year probationary period under the provisions of Section 109 of the Los Angeles City Charter.

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

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.