

City and County of San Francisco



Department of Human Resources

Gavin Newsom
Mayor

Micki Callahan
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: February 1, 2011

Re: **Notice of Proposed Classification Actions –Final Notice No. 35 FY 2010/2011 (copy attached)**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective February 1, 2011.

Micki Callahan
Human Resources Director

by:

A handwritten signature in black ink, appearing to be "Steve Ponder", written over a horizontal line.

Steve Ponder
Classification and Compensation Manager
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
Micki Callahan, DHR
Martin Gran, DHR
Carmela Villasica, DHR
Linda Cosico, DHR
Christina Fong, DHR
Rich David, DHR
Anita Sanchez, CSC
Debra Nebreda, CON
Tinhha Luong, CON
Maria Newport, SFERS
Clare Leung, MTA
RAS Team Leader(s)
DHR Support Services
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 35
Fiscal Year: 2010/2011
Posted Date: January 25, 2011

***AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Final job specification attached.)***

Item #	Class/Title
1	8141 Workers' Compensation Adjuster

For additional information regarding the above proposed action, please contact Carmela Villasica at (415) 557-4928 or-email her at Carmela.Villasica@sfgov.org.

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor or from DHR's website at: <http://sfdhr.org/index.aspx?page=109>

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Christina Fong, DHR
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Linda Cosico, DHR
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DHR Support Services
Martin Gran, DHR
Steve Ponder, DHR
Maria Newport, SFERS
Clare Leung, MTA
Suzanne Wong, MTA
File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Worker's Compensation Adjuster
Job Code: 8141**

INTRODUCTION

Under direction, is responsible for adjusting claims of employees of the City & County of San Francisco and performing other related duties as required for the Workers' Compensation Division of the Department of Human Resources. Essential functions include reviewing and determining liability of workers' compensation claims for injured employees; authorizing medical treatment in consultation with medical experts when necessary; determining and authorizing all indemnity payments; establishing and maintaining adequate reserves on claims within authorized level; interpreting and explaining workers' compensation laws; negotiating and settling claims within authority level on behalf of the City and County of San Francisco; providing direction to claims assistants; preparing various reports and correspondence; conducting effective interviews; and contacting and interacting with client departments. The duties of the job require extensive use of personal computers and telephones.

DISTINGUISHING FEATURES

The Workers' Compensation Adjuster is a professional journey level class and is distinguished from the next higher level of 8165 Workers' Compensation Supervisor I in that the latter acts as a first-line supervisor to a group of adjusters

SUPERVISION EXERCISED: The 8141 Workers' Compensation Adjuster provides work direction to claims assistants.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Reviews and determines the liability of workers' compensation claims for injured workers within the time limits set by the California Labor Code on Workers' Compensation, by reviewing reports of accidents, analyzing and investigating written and telephone reports of injuries sustained by employees on duty, and authorizing investigations when necessary. Interprets the California Labor Code and applies the workers' compensation laws to determine compensability for each claim and class of benefits, such as temporary disability, permanent disability, death benefits, disability pay, and medical treatment.
2. Authorizes and monitors medical treatment in consultation with medical experts when needed by requesting medical reports and records, arranging medical evaluations and writing to treating physicians for status reports; monitors physician compliance with California Labor Code; assists in the review of medical bills for fee schedule and contract adherence, as well as appropriateness and payment discrepancies. Interprets and applies medical knowledge and terminology to determine the appropriate course of action.
3. Establishes and maintains adequate reserves on claims within authorized level to reflect potential value of the claim by examining medical reports and calculating various types of benefits.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

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4. Interprets workers' compensation laws to employees, departments, state and federal agencies, doctors, relatives and representatives of employees, as well as members of the public. Addresses, questions, and responds to injured workers, departments, physicians, attorneys, and other vendors regarding issues.
5. Negotiates and settles claims within authorized level on behalf of the City and County of San Francisco by means of Stipulated Award or Compromise and Release; supplies litigation support by providing files and settlement authority to the City Attorney; recognizes subrogation potential and refers to the City Attorney's Office in a timely manner.
6. Provides direction to claims assistants in areas such as preparing benefits payments, issuing notices, responding to the injured workers' requests, clarifying pay issues, preparing general correspondence for the medical reports and claims, and other tasks as needed.
7. Prepares reports, memoranda, file notes, and other correspondence to various individuals/parties such as management, client departments, attorneys, and medical providers.
8. Conducts effective interviews to collect and analyze information related to industrial injury or illness.
9. Contacts and interacts with client departments frequently to provide information and address specific requests.
10. Determines and authorizes all indemnity payments including temporary disability, permanent disability, death benefits, vocational rehabilitation maintenance allowance, life pension, and disability pay.
11. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: California Workers' Compensation laws and medical terminology.

Ability to: research and investigate; analyze medical and investigative reports and apply knowledge of appropriate laws to make determinations; plan, organize, and prioritize tasks in the appropriate order to meet deadlines; speak and write in a clear, understandable, and concise manner to explain complex terms and ideas; establish and maintain effective working relationships; calculate accurate rates and awards; and access, update, and maintain files using various computer systems and software.

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

- 1A. Possession of a baccalaureate degree from an accredited college or university; and one (1) year of verifiable experience adjusting California workers' compensation claims.

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

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OR

1B. Completion of two (2) years college-level course work; and certificate in California Workers' Compensation Claims Administration from the Insurance Educational Association or equivalent certificate in Basic California Workers' Compensation from the Industrial Claims Association; and one (1) year of verifiable experience adjusting California workers' compensation claims.

OR

1C. A certificate in California Workers' Compensation Claims Administration from the Insurance Educational Association or equivalent certificate in Basic California Workers' Compensation from the Industrial Claims Association; and four (4) years of verifiable experience with any combination of experience as a California workers' compensation claims adjuster and/or a claims assistant.

AND

2. Possession of a Self Insurance Administrator's Certificate issued by the State of California, Department of Industrial Relations. (Must be obtained within one year of date of hire.)

SUBSTITUTION FOR MINIMUM QUALIFICATIONS #1 AND #2: Additional experience as a California workers' compensation claims adjuster may be substituted for the college education on a year-for-year-basis. One year of verifiable experience equals thirty (30) semester or forty-five (45) quarter units.

LICENSE AND CERTIFICATION

PROMOTIVE LINES

TO: 8165 Workers' Compensation Supervisor I.

ORIGINATION DATE: 3/10/86

AMENDED DATE: 1/12/01, 5/17/02, 7/8/10; 2/1/11

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN