

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

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

Posting No: 25
Fiscal Year: 2022/2023
Posted Date: 06/21/2023
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached)

Item #	Job Code	Title
1	8165	Worker's Compensation Supervisor I

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Carol Isen, DHR
Sandra Eng, CSC
Erik Rapoport, SFERS
Theresa Kao, Controller/ Budget Division
E-File

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

**Title: Worker's Compensation Supervisor I
Job Code: 8165**

DEFINITION

Under general direction, assists with the ~~administration of vocational rehabilitation services, or~~ claims adjusting and processing for the Workers' Compensation Division. Performs complex work in supervising the review, analysis, investigation and disposition of workers' compensation claims and reports, ~~or in coordinating the development and implementation of the workers' compensation vocational rehabilitation services.~~ Provides direct claims supervision adjusting of confidential complex cases; provides technical training, auditing, and supervising of personnel or qualified rehabilitation representatives; serves as the departmental liaison to client departments regarding activities of the assigned workers' compensation program; works with the City Attorney's office on litigation strategies; and performs other related duties as required.

DISTINGUISHING FEATURES

~~This class is the first level supervisor and/or coordinator of a state-mandated program component in the Worker's Compensation Division. It is responsible for supervision of activities in a claims adjusting and processing unit, or in coordinating the division's vocational rehabilitation program. An incumbent serves as staff assistant to management and acts as liaison to the legal staff on worker's compensation matters.~~ **The 8165 Worker's Compensation Supervisor I is distinguished from the 8141 Workers' Compensation Adjuster as the former acts as the first-line supervisor to a group of adjusters.** It is distinguished from the class 8166 Worker's Compensation Claims Manager in that the latter is the second-level supervisor functioning as ~~the~~ claims manager and responsible for directing the activities of several Claims Processing Units.

SUPERVISION EXERCISED

Supervises a group of employees engaged in claims adjudication ~~and/or trains and directs technical support activities of personnel engaged in vocational rehabilitation.~~

EXAMPLES OF 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.

~~When assigned to Claims Adjuster Supervisor:~~

1. Receives and reviews all incoming workers' compensation claims to determine complexity and assign to appropriate claims adjusting staff.
2. Advises claims adjuster, claims assistants, and support staff on appropriate claims handling techniques.
3. Provides direct claims supervision ~~handling~~ of catastrophic cases, death cases, and confidential complex cases.
4. Serves as the liaison for the workers' compensation coordinators of the client departments.
5. Serves as the workers' compensation technical expert to advise staff and client departments on changes and applicability of workers' compensation laws.

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

**Title: Worker's Compensation Supervisor I
Job Code: 8165**

6. Audits the work product of claims adjusters to ensure compliance with applicable laws, and departmental best practices.
7. Generates statistical reports and completes analysis of data.
8. Works with the City Attorney's office on litigation strategies for complex claims.
9. Reviews all self-imposed penalties to determine liability and authorizes payment.
10. Authorizes medical treatment for complex medical cases.
11. Reviews the assignment of ~~Qualified Medical Examiners~~ **Medical Legal Evaluators** on complex cases.
12. Works collaboratively with **the Occupational Nurse Consultant, Nurse Manager, and Nurse Case Managers** ~~Medical Coordinator~~ to **review complex claims and** establish medical protocols and member panels.
13. Advises **the Occupational Nurse Manager and Consultants** ~~Medical Coordinator~~ on issues related to medical clinic operations.
14. Provides ongoing system support to claims staff.
15. Accurately estimates the potential claim costs (reserves) on complex cases.
16. Provides technical assistance to claims adjusters in determining permanent disability award calculations.
17. Directs the claims investigation on complex claims.
18. **Reviews and approves** ~~N~~**negotiated** case settlement with injured workers, attorneys, and interested parties **based on established authority levels**.
19. Provides daily supervision, guidance, coaching, and mentoring to assigned staff.
20. Completes ongoing performance evaluations of all assigned staff.
21. Provides specialized technical training, as needed, to staff.
22. Performs related duties and responsibilities as assigned.

~~When assigned to Vocational Rehabilitation Coordinator:~~

- ~~1. Reviews all workers' compensation claims in which the injured worker is eligible for vocational rehabilitation services.~~
- ~~2. Ensures that proper and timely notices of vocational rehabilitation benefits eligibility are provided to injured workers.~~
- ~~3. Coordinates the development and implementation of vocational rehabilitation services for injured workers with qualified rehabilitation representatives.~~
- ~~4. Provides technical vocational rehabilitation advice and training to claims adjusting staff.~~
- ~~5. Identifies transitional work options in conjunction with client departments for injured employees participating in vocational rehabilitation services.~~

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

**Title: Worker's Compensation Supervisor I
Job Code: 8165**

- ~~6. Audits the services and programs provided by qualified rehabilitation representatives to ensure program compliance and service levels.~~
- ~~7. Develops statistical reports and performs data analysis.~~
- ~~8. Represents the City interests related to vocational rehabilitation issues in proceedings before the Workers' Compensation Appeals Board and in formal and informal vocational rehabilitation conferences.~~
- ~~9. Serves as the liaison to client departments on issues related to the vocational rehabilitation program.~~
- ~~10. Performs related duties and responsibilities as assigned.~~

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: State of California Labor Code applicable to Workers' Compensation ~~or vocational rehabilitation~~, industry accepted practices, policies, and procedures for the operation of the workers' compensation program ~~or the delivery of vocational rehabilitation services~~, and medical terminology.

Ability or Skill to: analyze investigative reports and medical documents; accurately calculate complex disability ratings and awards; supervise, review, train, coach, and evaluate the technical work of personnel and contractors; communicate in writing in a clear and concise manner using correct grammar, vocabulary, spelling and sentence structure; conduct effective interviews, and speak in a clear, concise, organized, relevant, and understandable manner; establish and maintain effective working relationships, deal courteously and tactfully, and contact and assist employees, departmental personnel, and representatives from outside agencies and organizations; and use a computer system and related software.

MINIMUM QUALIFICATIONS

These minimum qualifications establish 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.

~~When assigned to Claims Adjuster Supervisor:~~

- ~~1. Four (4) years of verifiable experience adjusting workers' compensation claims; AND~~
- ~~2. Possession of a Self-Insurance Administrator's Certificate issued by the State of California, Department of Industrial Relations.~~

~~When assigned to Vocational Rehabilitation Coordinator:~~

- ~~1. Four (4) years of verifiable experience providing vocational rehabilitation services for workers' compensation claims; AND~~
- ~~2. Possession of a valid certification as a Certified Rehabilitation Counselor (CRC) issued by the Commission on Rehabilitation Counselor Certification.~~

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

**Title: Worker's Compensation Supervisor I
Job Code: 8165**

~~Note: Possession of a valid certification as a Certified Disability Management Specialist (CDMS) or as a Certified Case Manager (CCM) issued by the Certification of Disability Management Specialists Commission is preferred.~~

~~Essential duties require the following physical skills and work environment: Ability to work in a standard office environment.~~

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

ORIGINATION DATE: May 28, 1965

AMENDED DATE: 3/10/86; 10/26/98; 2/2/01; 5/11/01; XX/XX/XXXX

REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN