

## The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Workers' Compensation Program Administrator GRADE: 24 DATE: 7/9/2018  
SERIES: Corporate Risk Management and Safety CODE: 1509 EEO: Professional FLSA: Exempt

### Class Definition:

Under direction, as a member of the Corporate Risk Management and Safety Team, administers the Commission's Workers' Compensation Program and performs a full range of programmatic work as an individual contributor. Initiates reviews and investigates claims in conjunction with the Third-Party Administrator, Commission legal counsel and other parties, as appropriate. Provides information, guidance, advice and assistance to management on Workers' Compensation issues including interpretation of Maryland Workers' Compensation regulations, claim decisions, and hearing outcomes and their effects on permanency benefits, partial disability, medical case management, and internal policies. Identifies trends and makes recommendations to change internal policies, procedures, rules, and regulations. Develops new, or enhances, existing policies and procedures to bring them into compliance with new or changed regulations or other requirements. Identifies Workers' Compensation Program training needs and conducts training, provides information, guidance, advice and assistance concerning internal disability leave benefits and returns-to-work, and otherwise helps ensure programmatic compliance and effectiveness. Work is highly confidential or highly sensitive. Work (as individual contributor) affects the Commission's compliance with requirements and the effectiveness of its Workers' Compensation Program. Applies comprehensive knowledge of Workers' Compensation, along with good working knowledge of related fields (such as occupational safety and environmental health), to ensure complete, integrated approaches to claims adjudication, services, training; works across the continuum of Workers' Compensation matters. Independently performs various types of analyses and solves conventional, non-standard and challenging problems. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Performs other duties, as assigned.

Work is assigned in terms of functions, priorities, requirements of specific assignments, known or suspected problems. The incumbent independently plans and carries out the work in conformance with these parameters, established policies, procedures and accepted practices of the field of work, and resolves commonly encountered problems by selecting and applying, or adapting and adjusting, the applicable guides. The incumbent is to keep the supervisor informed, and to seek assistance only for highly complex or sensitive matters. Work is expected to meet objectives highly effectively – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

### Examples of Important Duties (Estimated Percentages):

1. Workers' Compensation Program Administration (±75%)
  - Administers the Commission's Workers' Compensation Program. Initiates reviews and investigates claims in conjunction with the Third-Party Administrator (TPA), Commission legal counsel and other parties, as appropriate. Conducts audits of TPA to ensure claims are handled properly and timely.
  - Identifies, analyzes and evaluates trends and effects on internal disability leave benefits and returns-to-work.

## The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Workers' Compensation Program Administrator GRADE: 24 DATE: 7/9/2018  
SERIES: Corporate Risk Management and Safety CODE: 1509 EEO: Professional FLSA: Exempt

- Ensures employees are advised of their rights and responsibilities, that claims regulations are followed, and that all rights under various internal employment regulations are fully met (such as Merit System Rules and Regulations, collective bargaining agreement provisions and contract employee regulations).
- Addresses management concerns related to reporting, investigating, general and medical case management, fraud investigations, appeals and hearing protocols.
- Provides analysis and research of Workers' Compensation concerns to ensure compliance and cost containment.
- Prepares quarterly analysis for each department to communicate injury trends, costs, and recommendations; statistical analysis covers current and projected costs, frequency and types of injuries, highest risks and greatest costs. Reports also communicate recommendations for cost containment, improved case management, specialized safety training, and return-to-work initiatives.
- Provides dispute resolution support for management and employees to ensure third party administrators are providing timely and competent review of claims, and that all required benefits including provisions of collective bargaining agreements are carried out.
- Maintains databases, files and other records. Analyzes data of various types. Writes reports. Conducts internal program audits to ensure compliance. Makes presentations and recommendations to line managers regarding compliance and best practices that could or should be implemented at the Commission.
- Works closely with Commission legal counsel to represent the Commission on Workers' Compensation matters and cases before the Workers' Compensation Commission. Provides information on Workers' Compensation regulations and decisions issued by the Workers' Compensation Commission. Identifies Commission concerns or trends and provides support on legislative matters. Guides departments on complex benefit and claims matters affecting collective bargaining unit members and non-represented employees. Conducts specialized research or analysis of Workers' compensation concerns such as impact of regulatory or policy changes in areas including casual connections of illnesses to work (presumption standards), environmental standards, changes in benefit levels, case management, etc.
- Serves as adviser by providing information and guidance to management on Workers' Compensation issues including interpretation of Maryland Workers' Compensation regulations, claim decisions, and hearing outcomes and their effects on permanency benefits, partial disability, medical case management, and internal policies.
- Develops training materials and leads or conducts training for a variety of Workers' Compensation areas, including reporting and handling of injuries and illness, management responsibilities for reporting of incident, facts, loss time, return-to-work issues, etc. Develops course objectives or content. Conducts or monitors classes. Evaluates effectiveness of training. Develops specialized training programs or classes to comply with Federal, Maryland, County and Commission requirements.

## The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Workers' Compensation Program Administrator GRADE: 24 DATE: 7/9/2018  
SERIES: Corporate Risk Management and Safety CODE: 1509 EEO: Professional FLSA: Exempt

### 2. Workers' Compensation Program Development, Policies, Procedures and Related ( $\pm 10\%$ )

- Meets with and conducts in-depth audits of third party claims decisions including actual and future claim costs, treatment, and prognosis for effective return to work. Uses expertise in claims adjusting to identify concerns on claims management. Makes recommendations to management and TPA on cost containment, needed management action, improved nurse case management, improved rehabilitation, fraud investigation, and independent medical examinations. Performs regular audits with Third Party Claims Administrator for cost containment quality and adherence to Commission benefit overlays. Ensures appropriate setting of reserves costs, case management of medical and return to work goals, with consideration of management concerns in settlement of claims. Provides analysis of audits to management and Commission legal counsel.
- Identifies trends and makes recommendations to change internal policies, procedures, rules, and regulations. Develops new, or enhances, existing policies and procedures to bring them into compliance with new or changed regulations or other requirements and standards, which involves research of legal issues and assessment of best practices in Workers' Compensation for application at the Commission.

### 3. Training, Education and Presentations ( $\pm 10\%$ )

- Develops and presents to management, analysis, studies and findings on Workers' compensation trends, departmental costs, accident patterns and recommendations for reducing injuries, lost time and costs.
- Writes articles, brochures, manuals, training bulletins, guidelines, and other materials on routine, non-routine, straightforward and complex issues in the Workers' Compensation and risk management subject areas; may address complex program administration issues such as interactions between the Americans with Disabilities Act (ADA), Workers' Compensation and the Family Medical and Leave Act (FMLA).
- Provides briefings to management on specific cases; prepares memorandums apprising department heads and managers about case status, outcomes or investigations.

### 4. Other ( $\pm 5 - 10\%$ )

- Coordinates and monitors work of lower grade Risk Management and insurance program staff, as assigned.
- Stays informed of developments in Workers' Compensation claims regulations, Workers' Compensation Commission decisions, hearing outcomes, risk management and related disciplines, and of changes in guidelines applying to the areas of work focus.

## The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Workers' Compensation Program Administrator GRADE: 24 DATE: 7/9/2018  
SERIES: Corporate Risk Management and Safety CODE: 1509 EEO: Professional FLSA: Exempt

- Communicates and interacts effectively with business contacts including managers and staff throughout the Commission and, at times, Maryland Workers' Compensation regulatory staff; serves as primary contact to internal staff and TPA on Workers' Compensation claims and related matters. Establishes and maintains, or enhances, working relationships, including teamwork, with internal and external contacts. Actively listens to ascertain key information, including perspectives, concerns, wants and needs of stakeholders in relation to Workers' Compensation; seeks to obtain agreement, gain compliance or achieve other desired results.
- Uses a computer and modern office suite software (such as MS Office), enterprise software and specialized software for planning, scheduling, communicating (email), data entry, word processing, manipulating data, reporting time and attendance, requisitioning, researching (the Internet), and performing other functions.

### Important Worker Characteristics:

- A. (1) Comprehensive knowledge of, and skill in applying, the principles, methods, techniques and practices of Workers' Compensation in a wide range of programmatic work.  
(2) Knowledge of basic medical terminology and key provisions of the Americans with Disabilities Act (ADA), Maryland\* Workers' Compensation regulations, Maryland\* Occupational Safety and Health recordkeeping requirements, Workers' Compensation manuals or newsletters and other guides.  
(3) Good working knowledge of directly related fields such as, but not limited to, occupational safety and environmental health.  
(4) Knowledge of the core principles, methods and techniques of adult learning sufficient to develop training content and course materials, and skill in delivering training to adults.  
(5) Working knowledge of workplace operations and hazards across a wide array of occupations (including law enforcement and an array of skilled trade and labor jobs) and ways and means to identify Workers' Compensation issues, identify trends and determine ways to reduce claims and lost time, and speed returns-to-work.  
(6) Knowledge of Commission organization, policies, and procedures\*.

*\*Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in identifying subtle aspects of problems and making recommendations and decisions.
- C. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand, and in some situations, agree or comply or take other desired action(s). This includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance, and skill in using verbal and non-verbal methods of communication to deliver training to adults.

## The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Workers' Compensation Program Administrator GRADE: 24 DATE: 7/9/2018  
SERIES: Corporate Risk Management and Safety CODE: 1509 EEO: Professional FLSA: Exempt

- D. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.
- E. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

### Minimum Qualifications (MQs):

1. Bachelor's Degree in Risk Management, Safety or any related field.
2. Four (4) years of progressively responsible experience in Workers' Compensation (and related types of) claims adjudication and claim program administration.
3. An equivalent combination of education and experience may be substituted, which together total 8 years.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

### Working Conditions:

Work is indoors predominantly, mainly sedentary and requires very light to light physical effort. Incumbent is exposed to inclement weather or workplace hazards on an incidental basis only. May be subject to various job demands such as high volume of work and tight deadlines.