

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: Human Resource Specialist – Workers’ Compensation Human Resource Division

GENERAL STATEMENT OF JOB

Under general supervision, performs professional - paraprofessional administrative and technical duties in the Benefits Office of the Human Resources Department. Work involves serving as a primary benefits representative responsible for documenting and administering the district’s workers’ compensation claims, the return-to-work program and OSHA reporting. Employee serves as liaison with the Maintenance and Staffing departments, and workers’ compensation carriers to assist with risk management and reducing workers’ compensation claims. Employee is responsible for answering questions from employees, treasurers, carriers, attorneys, physicians, the Department of Public Instruction (DPI), the Attorney General’s Office, and others. The position is responsible for maintaining timely and accurate data as well as accurate files. Employee must exercise skill, considerable tact and courtesy in dealing with the public, employees and other constituents on a daily basis. The employees must act with due diligence in providing accurate and timely responses to external parties. Work involves compiling, analyzing, interpreting and processing data as well as training site-based staff in the initial processing of workers’ compensation claims. Employee is also responsible for compliance and state-mandated reports. Work requires the use of computers, copiers, fax machines, and telephones. Reports to the Director of Benefits.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Evaluates accident reports, ensuring the timely processing of medical bills and temporary total disability benefits; reviews medical reports, witness statements, department investigation results, and other documentation.

Compiles facts and data regarding accident reports and filed cases. Reviews documentation to determine whether medical bills and temporary total disability benefits should be continued when there is a discrepancy; authorizes payment of medical bills and temporary total disability benefits upon receipt of proper documentation.

Advises and/or assists departments in conducting investigation of accident reports, including interviewing of witnesses and procurement of relevant documentation.

Serves as the Workers’ Compensation Administrator for the district. Trains site-based staff on workers’ compensation procedure requirements and guidelines to process and expedite the timely submission of workers’ compensation documentation and “episodes of violence”.

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Coordinates compensatory absences with Payroll and Finance to ensure the accuracy of employee pay regarding longevity, payout of sick leave when appropriate, and use of leaves to supplement workers' compensation payments.

Conducts site-based presentations and one-on-one presentations on workers' compensation.

Reviews accident reports to identify patterns of injury and to determine whether unsafe conditions contributed to the accident; works with the Maintenance Department and supervisors to advise departments of trends in injuries and proper safety procedures that may result in reduction of injuries; provides department with support and information that will aid in reducing accidents and improve safety.

Trains treasurers and other staff claims coordinators in the proper procedures, deadlines and forms to be utilized in workers' compensation matters and the preparation of accident reports, notices of absence, and notices of return to work in accordance with local policy, state and federal regulations and the Workers' Compensation Act.

Documents telephone conversations, witness statements, medical reports, accident investigation results, and payment of medical bills; prepares summaries of medical reports; ensures that state Industrial Commission forms are properly prepared and filed.

Authorizes and coordinates investigations regarding potentially fraudulent claims; provides documentation and responds to questions on interrogatories from attorneys.

Serves as the department's contact person responsible for processing and maintaining federally mandated Department of Labor and OSHA reports.

Works with employees, attorneys, medical caseworkers, doctors, and other Human Resource Department personnel to coordinate the return of employees to work within their restrictions as dictated by the health care providers. Serves as the department's focal point for gathering documentation for the NC Attorney General's Office and the appropriate carrier as needed to process paperwork for court hearings and/or provide response regarding appropriate clincher. Works with carriers to assist with subrogation records and files for those incidents involving third parties. Represents the district with its attorney in required hearings and meetings, providing testimony as necessary.

Develops and maintains a robust return-to-work program to reduce risks. Maintains personal contact with injured employee who is away from the workplace. Contacts medical providers for updates on employee's work status and maintains information and records as necessary.

Works with Benefits Director regarding accommodation requests, and other site-based requests.

Works with Technology to identify and develop areas for greater automation and efficiency.

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Attends seminars, conducts research, and maintains liaison with individuals in the medical community and health care fields to keep abreast of current medical procedures and medications.

ADDITIONAL JOB FUNCTIONS

Provides assistance in other areas of the Benefits Department including but not limited to: providing assistance in the administration of health, life, and dental insurance; providing assistance with cafeteria benefits; and providing assistance in the administration of leaves of absence, disability, and retirement.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelor’s degree strongly preferred, high school diploma supplemented by college-level course work in business administration, personnel administration, accounting, or a related field, with an Associates Degree preferred, and 6 to 9 years experience in office administration or personnel-related programs, including at least 2 years of experience working with workers’ compensation; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computers, typewriters, calculators, printers, copiers, etc. Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments, and/or directions from supervisors.

Language Ability: Requires the ability to read correspondence, reports, forms, rosters, insurance forms, turnaround documents, etc. Requires the ability to prepare correspondence, forms, reports, using proper format. Requires the ability to speak to people with poise, voice control, and confidence.

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Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English and government terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract totals; to multiply and divide; to determine percentages and decimals.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment or tools of the position.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate between colors and shapes of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under significant levels of stress of strict legal deadlines and when confronted with persons acting under stress. Must be able to interact with irate employees in an informative and professional manner.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Must be a notary public; class will be provided, if necessary.

Working knowledge of the Workers' Compensation Act and other applicable state/federal statutes and regulations.

Ability to evaluate all medical and time-loss claims information to understand and explain determinations regarding payment of temporary total disability benefits and medical bills.

Ability to exercise good judgment in interpreting medical facts presented by a physician and applying these facts in determining an individual's capacity to engage in gainful occupation.

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Considerable knowledge of benefits offered by the school system, specifically in the area of assignment.

Considerable knowledge of the documentation and timeliness required to apply for and modify various benefits.

Considerable knowledge of the insurance claims process.

General knowledge of the principles of organization and administration.

Ability to keep current with ever changing benefits requirements including workers’ compensation and OSHA.

Ability to work under ongoing strict deadlines where accuracy and timeliness is paramount.

Ability to maintain complete and accurate records and complex files.

Ability to type accurately at a moderate rate.

Ability to use common spreadsheet, word processing, file maintenance programs and other specialized software.

Ability to follow both oral and written instructions.

Ability to develop and present materials to individuals and groups of people e.g. seminars, information sessions.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to work alone; focused to complete assigned duties on a daily basis.

Ability to cross-train and assist within the department.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.