

DIVISION OF WORKERS' COMPENSATION
EMPLOYMENT OPPORTUNITY

POSITION: Government Analyst I (Ombudsman)

BUREAU: Employee Assistance

PAY GRADE: 22 (\$38,429.52 - \$80,663.28)

LOCATION: Miami

SPECIAL NOTES:

This position requires a security background check, including fingerprinting, as a condition of employment.

REQUIRED ENTRY-LEVEL Knowledge, Skills and Abilities (must bring to the job):

Knowledge of the methods of data collection and analysis. Knowledge of basic management principles and practices. Ability to collect, evaluate and analyze data to develop alternative recommendations, solve problems, document workflow and other activities relating to the improvement of management practices. Ability to organize data into logical format for presentation in reports, documents and other written materials. Ability to conduct fact find-solving techniques. Ability to plan, organize and coordinate work assignments. Ability to communicate

effectively. Ability to establish and maintain effective working relationships with others.

OTHER KSAs (Incumbent may learn on job):

Working knowledge of Chapter 440 F.S. and Rule 69L F.A.C.; Experience providing guidance and/or consultative services to injured workers and/or the public; Experience utilizing investigative techniques

DESCRIPTION OF DUTIES:

This is a professional position responsible for providing management consultation services to the Division of Workers' Compensation in the area of Outreach Coordination and Statewide Ombudsman Activities. This position also serves as a consultation resource for specialists and requires the development of an extensive knowledge of the workers' compensation system. This position requires excellent oral/written communication, interpersonal, time management, investigative and negotiation skills.

Initiates contact with WC carriers to facilitate resolution of requests for assistance. Provides education on workers' compensation law, rules, procedures, managed care arrangements, safety, rehabilitation programs, rights, responsibilities, obligations and other information pertinent to the request for assistance to carriers that contact specialist to attempt resolution and documents the results of the resolution effort. Enters issue codes when appropriate and closes the case, when applicable, with the appropriate closure codes in the database. Assist the injured employee, upon request, in filing a Petition for Benefits, which meets statutory specificity requirements and provides an explanation of the formal litigation process.

Provides education and information to the general public or injured employees who contact the bureau by way of telephone, written correspondence or walk-in visits to the field or central offices. Identifies disputed issues, conducts investigations, contacts appropriate parties (i.e. attorney, carriers, employers and medical providers) and attempts to facilitate resolution of disputed issues, documents investigation outcomes in database, and provides written notification of outcome to necessary parties, when appropriate. Identify, assist and provide appropriate referral for individuals deemed to be in crisis situations.

Promotes early intervention in claim disputes, provides public education and information on workers' compensation law, rules, regulations, etc., through outreach contacts. Works cooperatively with the supervisor to develop outreach and training opportunities, tracks outreach efforts on a monthly report and provides recommendations for process improvements.

Conducts investigation of special assignments, contacts appropriate parties and attempts to facilitate resolution of disputed issues, documents investigation outcomes in database, and provides written notification of outcome to necessary parties, when appropriate.

Provides assistance and guidance for specialists and examiners in proper investigative techniques, the Workers' Compensation Law, judicial decisions, administrative policies, regulations, mainframe systems, software applications, crisis management, oral and written communication skills, and DFS, DWC, and Bureau procedures.

Performs other related duties as assigned.