

DIVISION OF WORKERS' COMPENSATION

EMPLOYMENT OPPORTUNITY

POSITION: Insurance Specialist III (Injured Worker Helpline)

BUREAU: Employee Assistance

PAY GRADE: 20 (\$34,455.96 - \$76,630.68)

LOCATION: Tallahassee

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 Florida's workers' compensation system. Knowledge of methods of compiling, organizing and analyzing data. Ability to conduct fact-finding interviews. Ability to investigate insurance claims. Ability to understand and apply applicable rules, regulations, policies and procedures. Ability to collect, analyze and interpret data. Ability to make and defend decisions about insurance claims. Ability to plan, organize and coordinate work

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

DESCRIPTION OF DUTIES:

This is a professional position responsible for dispute prevention and resolution through early involvement in the claims process, dissemination of information and education; investigation of disputed issues, outreach efforts and facilitation of the request for assistance process. This position requires excellent oral/written communication, interpersonal, time management, investigative and negotiation skills. Work is performed independently and is subject to periodic review by the Supervisor.

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 field or central offices. Identify, assist and provide appropriate referral for individuals deemed to be in crisis situations.

Initiates contact with workers' compensation carriers to facilitate resolution of injured workers' 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 in an effort to resolve issues, and documents the results. Enters issue codes when

appropriate and closes the case, when applicable, with the appropriate closure codes in the database. Assists injured employees, upon request, in filing Petitions for Benefits, which meet statutory specificity requirements, and provides an explanation of the formal litigation process.

Promotes the early intervention process, 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.

Performs other related duties as assigned.