

Class Title: Disability Case Manager

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Assists the Disability Management Administrator and the Worker’s Compensation Administrator with the management of the City’s disability management program related to occupational and non-occupational cases. Besides the City’s workers compensation program other activities will include ADA and FMLA review and accommodation protocols, establishment of modified duty programs in response to employee job placement policies and coordination of services for all departments, including determination of physical abilities, return to work evaluation and programs, vocational assessment (residual skills) and placement of employees within and outside City government. Coordinates unit processes with departmental staff. Actively supports and implements improvements to the organizational climate, leadership development, and strategic initiatives.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

| Physical Strength Code | | ESSENTIAL FUNCTIONS |
|------------------------|---|---|
| 1 | S | Administers the City’s Worker Compensation system and other activities which include ADA review and accommodation protocols. Developing presentations and training to communicate disability management policies, monitoring the performance of and providing guidance to internal and outsourced claims services, and resolving unusual claims. |
| 2 | S | Manages disability cases through a variety of policies and procedures specific to occupational and non-occupational disability. Identifies, reviews, and recommends specific action in cases involving ADA accommodation requests. |
| 3 | S | Analyzes medical records and reports; preparation of summaries; preparation of explanations in lay terms of the medical and/or psychological conditions of employees claiming disability. Provides guidance and support to city departments regarding the work capabilities of employees determined to be partially disabled. Provides information and assistance to the city attorney’s office regarding disputed workers’ compensation situations; providing testimony, when needed, in legal and administrative proceedings in which an employee’s work capabilities and/or medical or psychological condition are at issue. |
| 4 | S | Reviews case of disability and provides investigative support. Meets with employees and their physicians on an as needed basis which may include the assignment of a rehabilitative nurse for complex or long term medical cases. Acts as a coordinator for the City’s disability management team to ensure comprehensive and cohesive service provisions. |
| 5 | S | Monitors the resolution of disability issues, ensuring that disability management issues do not prejudice the City’s legal position regarding workers compensation claims, and evaluating disability management for cost effectiveness and proper management. |
| 6 | S | Plans and monitors budgets by developing recommendations for both disability management services and operating budgets. |

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| Physical Strength Code | | ESSENTIAL FUNCTIONS |
|-------------------------------|---|--|
| 7 | S | Facilitates the Department's organizational development by participating in various special activities and employee morale activities. |
| 8 | S | Provides technical reports and statistical analysis of data. |
| 9 | S | Acts as a coordinator of the City's disability management team to ensure comprehensive and cohesive service provisions. |

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CLASS REQUIREMENTS:

| CLASS REQUIREMENTS | |
|--|--|
| Formal Education / Knowledge | Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a degree in nursing, vocational rehabilitation or medical management from an accredited university with 3 years of case management experience. Workers compensation experience particularly in a case management setting may be considered other than a nursing degree. |
| Experience | Three years of case management in the disability/Worker's Compensation arena. |
| Certifications and Other Requirements | N/A |
| Reading | Work requires the ability to read City codes, manuals, training and reference materials, insurance policies, various reports, and other business correspondence. |
| Math | Work requires the ability to perform basic algebra, business statistics and general math calculations such as addition, subtraction, multiplication and division. |
| Writing | Work requires the ability to write business letters, reports, analyses, form proposals, memorandum, and general correspondence. |
| Managerial | Managerial responsibilities include enforcing City policies and preparing budget documents. |
| Budget Responsibility | Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations. |
| Supervisory / Organizational Control | Job may supervise clerical employees. |
| Complexity | Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action. |
| Interpersonal / Human Relations Skills | Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, doctors, and medical personnel. |

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OVERALL PHYSICAL STRENGTH DEMANDS:

| Sedentary X | Light | Medium | Heavy | Very Heavy |
|---|---|---|--|---|
| S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time | L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree. | M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly. | H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly. | VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly. |

PHYSICAL DEMANDS:

| | | | | |
|--|--|--|--|----------------------------|
| C = Continuously 2/3 or more of the time. | F = Frequently From 1/3 to 2/3 of the time. | O = Occasionally Up to 1/3 of the time. | R = Rarely Less than 1 hour per week. | N = Never Never occurs. |
|--|--|--|--|----------------------------|

This is a description of the way the job is currently performed; it does not address the potential for accommodation.

| PHYSICAL DEMANDS | FREQUENCY CODE | DESCRIPTION |
|------------------|----------------|---|
| Standing | O | Copier, fax machine, researching files, mail and memo distribution |
| Sitting | C | Computer, desk work, typing, reading, consolidation of data, meetings, presentations, classes |
| Walking | C | Inter-office, to/from other departments, researching information, use of office equipment |
| Lifting | F | Office supplies, boxes, files, reports, books |
| Carrying | C | Office supplies, boxes, files, reports, books |
| Pushing/Pulling | C | File cabinet drawers |
| Reaching | C | Files, office supplies, documents |
| Handling | O | Office supplies, boxes, files, reports, books, mail |
| Fine Dexterity | C | Computer keyboard, calculator, writing, typing |
| Kneeling | F | File cabinet drawers, office supply retrieval, gathering information |
| Crouching | F | File cabinet drawers, office supply retrieval, gathering information |
| Crawling | N | |
| Bending | F | File cabinet drawers, office supply retrieval, gathering information |
| Twisting | F | File cabinet drawers, office supply retrieval, gathering information |
| Climbing | F | Stairs |
| Balancing | N | |
| Vision | C | Computer, desk work, filing, reading, mail, typing |
| Hearing | C | Telephone, co-workers, staff, meetings, presentations, classes |
| Talking | C | Telephone, co-workers, staff, meetings |
| Foot Controls | F | Driving control |
| Other (specify) | N | |

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, laser or inkjet printer, scanner, fax machine, copy machine, typewriter, telephone, 10-key calculator or adding machine, overhead projector, Standard Microsoft Windows and Office software, Advantage Financial System software (AFIN), Internet

ENVIRONMENTAL FACTORS:

| | | | | |
|-----------|----------------------------|-----------------------------|----------------|-----------|
| D = Daily | W = Several Times Per Week | M = Several Times Per Month | S = Seasonally | N = Never |
|-----------|----------------------------|-----------------------------|----------------|-----------|

| HEALTH AND SAFETY | | ENVIRONMENTAL FACTORS | |
|--------------------------|---|---------------------------|---|
| Mechanical Hazards | N | Dirt and Dust | D |
| Chemical Hazards | N | Extreme Temperatures | N |
| Electrical Hazards | N | Noise and Vibration | D |
| Fire Hazards | N | Fumes and Odors | N |
| Explosives | N | Wetness/Humidity | N |
| Communicable Diseases | N | Darkness or Poor Lighting | N |
| Physical Danger or Abuse | N | | |
| Other (see 1 below) | N | | |

| PRIMARY WORK LOCATION | |
|-----------------------|----|
| Office Environment | X |
| Warehouse | -- |
| Shop | -- |
| Vehicle | -- |
| Outdoors | -- |
| Other (see 2 below) | -- |

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

| | | | | |
|--|--|--|--|----------------------------|
| C = Continuously 2/3 or more of the time. | F = Frequently From 1/3 to 2/3 of the time. | O = Occasionally Up to 1/3 of the time. | R = Rarely Less than 1 hour per week. | N = Never Never occurs. |
|--|--|--|--|----------------------------|

| NON-PHYSICAL DEMANDS | |
|---|---|
| Time Pressures | C |
| Emergency Situations | R |
| Frequent Change of Tasks | C |
| Irregular Work Schedule/Overtime | O |
| Performing Multiple Tasks Simultaneously | C |
| Working Closely with Others as Part of a Team | F |
| Tedious or Exacting Work | C |
| Noisy/Distracting Environment | O |
| Other (see 3 below) | N |

- (3)