

City and County of San Francisco
Carol Isen
Human Resources Director



Department of Human Resources
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**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: June 28, 2023

Re: **Notice of Proposed Classification Actions – Final Notice No. 25 FY 2022/2023
(copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective June 28, 2023.

Carol Isen
Human Resources Director

by:

Steve Ponder
Classification and Compensation Director
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Carol Isen, DHR
Sandra Eng, CSC
Erik Rapoport, SFERS
Theresa Kao, Controller/ Budget Division
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 25
Fiscal Year: 2022/2023
Posted Date: 06/21/2023
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached)

Item #	Job Code	Title
1	8165	Worker's Compensation Supervisor I

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

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**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Worker's Compensation Supervisor I
Job Code: 8165**

DEFINITION

Under general direction, assists with the claims adjusting and processing for the Workers' Compensation Division. Performs complex work in supervising the review, analysis, investigation and disposition of workers' compensation claims and reports. Provides direct claims supervision of confidential complex cases; provides technical training, auditing, and supervising of personnel or qualified rehabilitation representatives; serves as the departmental liaison to client departments regarding activities of the assigned workers' compensation program; works with the City Attorney's office on litigation strategies; and performs other related duties as required.

DISTINGUISHING FEATURES

The 8165 Worker's Compensation Supervisor I is distinguished from the 8141 Workers' Compensation Adjuster as the former acts as the first-line supervisor to a group of adjusters. It is distinguished from the Worker's Compensation Claims Manager in that the latter is the claims manager responsible for directing the activities of several Claims Processing Units.

SUPERVISION EXERCISED

Supervises a group of employees engaged in claims adjudication.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Receives and reviews all incoming workers' compensation claims to determine complexity and assign to appropriate claims adjusting staff.
2. Advises claims adjuster, claims assistants, and support staff on appropriate claims handling techniques.
3. Provides claims supervision of catastrophic cases, death cases, and confidential complex cases.
4. Serves as the liaison for the workers' compensation coordinators of the client departments.
5. Serves as the workers' compensation technical expert to advise staff and client departments on changes and applicability of workers' compensation laws.
6. Audits the work product of claims adjusters to ensure compliance with applicable laws, and departmental best practices.
7. Generates statistical reports and completes analysis of data.
8. Works with the City Attorney's office on litigation strategies for complex claims.
9. Reviews all self-imposed penalties to determine liability and authorizes payment.
10. Authorizes medical treatment for complex medical cases.
11. Reviews the assignment of Medical Legal Evaluators on complex cases.

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12. Works collaboratively with the Occupational Nurse Consultant, Nurse Manager, and Nurse Case Managers to review complex claims and establish medical protocols and member panels.
13. Advises the Occupational Nurse Manager and Consultants on issues related to medical clinic operations.
14. Provides ongoing system support to claims staff.
15. Accurately estimates the potential claim costs (reserves) on complex cases.
16. Provides technical assistance to claims adjusters in determining permanent disability award calculations.
17. Directs the claims investigation on complex claims.
18. Reviews and approves negotiated case settlement with injured workers, attorneys, and interested parties based on established authority levels.
19. Provides daily supervision, guidance, coaching, and mentoring to assigned staff.
20. Completes ongoing performance evaluations of all assigned staff.
21. Provides specialized technical training, as needed, to staff.
22. Performs related duties and responsibilities as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: State of California Labor Code applicable to Workers' Compensation, industry accepted practices, policies, and procedures for the operation of the workers' compensation program, and medical terminology.

Ability or Skill to: analyze investigative reports and medical documents; accurately calculate complex disability ratings and awards; supervise, review, train, coach, and evaluate the technical work of personnel and contractors; communicate in writing in a clear and concise manner using correct grammar, vocabulary, spelling and sentence structure; conduct effective interviews, and speak in a clear, concise, organized, relevant, and understandable manner; establish and maintain effective working relationships, deal courteously and tactfully, and contact and assist employees, departmental personnel, and representatives from outside agencies and organizations; and use a computer system and related software.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

1. Four (4) years of verifiable experience adjusting workers' compensation claims; AND

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2. Possession of a Self-Insured Administrator's Certificate issued by the State of California, Department of Industrial Relations.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

ORIGINATION DATE: May 28, 1965

AMENDED DATE: 3/10/86; 10/26/98; 2/2/01; 5/11/01; 6/28/23

REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN