

 <p>STATE OF INDIANA CLASSIFICATION SPECIFICATION</p>	Class Title: Claims Adjudicator Supervisor 3		Class Code: 007WP3
	FLSA Status: Exempt	Salary Schedule: RDS	Effective Date: 6/7/13
	Summary: The Claim Adjudicator Supervisor 3 manages four (4) Regional Supervisors. and is responsible for meeting federal usage and reversal standards for Presumptive Disability/Blindness decisions; has oversight management responsibility for all Disability Claims Adjudicators that make the medical decision of eligibility for monthly cash benefits for individuals applying for Social Security Disability Insurance and Supplemental Security Income benefits and make eligibility determinations on all levels of claims to include initial applications, reconsideration appeals, children's claims, age 18 redeterminations, continuing disability reviews and court remands.		

Duties:

- Responsible for providing leadership and oversight by directing, coordinating, and managing four regions;
- Consults with the Deputy Director and other senior administrators to establish policies and procedures to meet overall goals and objectives;
- Provides direction to regional supervisors in developing and implementing procedures and work practices;
- Reviews and analyzes goals through various bureau, regional, unit and individual reports ;
- Develops short and long term initiatives for the operations division to adjust regional, unit, and individual performance consistent with agency goals and objectives;
- Attends agency and bureau meetings; conduct meetings within the division and attends state, regional and national meetings;
- Monitor performance of the operations division internal quality assurance reviews, federal quality assurance reviews, aged cases, medical and psychological staff returns, special consultative examinations requests and high profile cases including terminal illness claims, military casualty cases and congressional Inquiries;
- Ability to accurately and quickly read voluminous documents;
- Ability to use multiple computer programs, key data accurately and simultaneously work with paper documents; ;
- Oversees and participates in the selection of prospective employees for the Operations division;
- Recommends new hires, promotions and terminations;
- Participates in Pre-Deprivation Meetings with employees;
- Monitor and evaluate employee performance and ensure State Personnel policies are followed;
- Addresses performance issues through the Regional Supervisor and Unit Supervisor;
- Responsible for handling public relations problems with claimants and their representatives as well as maintaining a good working relationship with the Social Security Administration District offices;
- Oversees and directs the staff of the Operations Division on appropriate actions and precautions; Manages various special projects and work tests as part of the Social Security Administration's initiatives to update the disability program;
- Required to speak at meetings, seminars and conferences to promote public relations;
- Performs related duties as required.

Job Requirements:

Ability to understand, apply and direct others on the established principals, policies, and guidelines of the Social Security Administration. Incumbent must research medical references. Incumbent must have broad knowledge of personnel policies and procedures. Incumbent will direct Regional Supervisors and Unit Supervisors regarding these issues. Incumbent must be able to effectively communicate both verbally and in writing and interact professionally with individuals and groups. Incumbent must respond to proposed policy changes in Social Security rules and regulations and must have the ability to develop bureau-wide policies and procedures. The position requires the ability to work independently with very little supervision. Incumbent ensures that the three Regional Supervisors work closely with each other to reach consensus and maintain consistency. The Operations Director is required to handle sensitive cases. Incumbent must have the ability to plan, organize and prioritize work. The position requires excellent organizational skills and the ability accurately and quickly read voluminous documents. Incumbent must have the ability to use multiple computer programs and key data quickly and efficiently.

Difficulty of Work:

Incumbent must have the ability to maintain staff motivation and interest in achieving the very difficult federal standards for case processing. Workloads are constant, often resulting in staff burn out and attrition. The Operations Director is responsible for monitoring and dealing with these issues with a division of approximately 250 employees.

The program guidelines are complex. The Operations Director must remain an expert on the Social Security Disability Program. Each case is unique and contains various combinations of disease processes and functional restrictions. The Social Security Administration regulations require the evaluation of pain; other subjective symptomology based on case record; the assessment of the claimant's credibility; and the assignment of controlling weight to medical opinions. Due to these factors, final decisions are often judgmental and difficult. The most difficult cases are referred to the regional supervisors and ultimately to the Operations Director for advice and direction. Accurate guidance and direction is critical as incorrect advice could result in failure to provide benefits to a qualifying individual or incorrectly providing benefits to an individual who does not qualify. An incorrect adjudication practice could result in numerous incorrect decisions, which would adversely impact numerous claimants. The Operations Director is also responsible for dealing with very difficult claimant and public relations issues.

Responsibility:

The Operation Director's most important responsibility is to be timely and achieve a high level of accuracy for final decisions made within the division as evidenced through effective management and oversight.

Personal Work Relationships:

The Operations Director must communicate and interact with a variety of individuals to manage the division effectively. This communication is both written and verbal and includes other administrative staff, region and unit staff, support department personnel, Social Security officials, claimants, attorneys, doctors, psychologists, nurses, social workers, employers, vocational counselors and congressional offices.