

 <p>STATE OF INDIANA CLASSIFICATION SPECIFICATION</p>	Class Title: Claims Adjudicator Supervisor 4		Class Code: 007WP4
	FLSA Status: Exempt	Salary Schedule: RDS	Effective Date: 6/7/13
	Summary: The Claim Adjudicator Supervisor 4 manages four to five production units. The purpose of the Regional Supervisor is to manage the production units to achieve a high level of public service through timely and accurate case decisions. The Regional Supervisor is also responsible for meeting federal usage and reversal standards for Presumptive Disability/Blindness decisions. The Regional Supervisor manages a Region of 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.		

Duties:

- Responsible for managing the region to achieve predetermined standards for accurate and timely case decisions;
- Consults with the Operations Director and senior administrators to establish policies and procedures to meet overall goals and objectives;
- Develops and implements regional procedures and work practices;
- Consults with the other three regional supervisors and the Operations Director to establish procedures and work practices for the operations department; ;
- Reviews and analyzes goals through the review of various bureau, regional, unit and individual reports;
- Develops short and long term initiatives to adjust regional, unit and individual performance;
- Attends agency and bureau meetings and conduct region and unit meetings;
- Identifies training needs and ensures appropriate training is provided;
- Monitors performance through internal and federal quality reviews;
- Ability to accurately and quickly read voluminous documents;
- Ability to use multiple computer programs, key data accurately and simultaneously work with paper documents;
- Responsible for directing the supervisor, lead worker and Adjudicators on difficult claims and procedural issues;
- Oversees and participates in the selection of prospective employees and recommends hires, promotions and terminations;
- Monitors and evaluates employee performance and ensures State Personnel policies are followed;
- Participates in Pre-Deprivation meetings with employees;
- 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;
- Exercises final case decision authority through the override procedures;
- Oversees and directs the supervisor 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 is required to direct unit supervisors regarding these issues. The incumbent must be able to effectively communicate both verbally and in writing and interact professionally with individuals and groups. Incumbent will assist senior administrators in responding to proposed policy changes 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 is required to work closely with the other three Regional Supervisors to reach consensus and maintain consistency on operational procedures. The incumbent 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 to 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 Regional Supervisor is responsible for monitoring and dealing with these issues with a department of approximately 75 employees.

In addition, the program guidelines are complex. The Regional Supervisor 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, and other subjective symptomology based on the 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 Supervisor 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 directed to all region adjudicators could result in numerous incorrect decisions, which would adversely impact numerous claimants. The Regional Supervisor is also responsible for dealing with very difficult claimant and public relations issues.

Responsibility:

The most important responsibility of the Regional Supervisor is to achieve a high level of accuracy and timeliness of final decisions made in the region as evidenced through effective management and oversight.

Personal Work Relationships:

The Regional Supervisor must communicate and interact with a variety of individuals to manage the region effectively. This communication is both written and verbal and includes Unit staff, Administrative staff, Support Department personnel, Social Security officials, claimants, attorneys, doctors, psychologists, nurses, social workers, employers, vocational counselors, and congressional offices.