General Statement of Duties

Performs full performance work coordinating and managing the care of injured employees in conjunction with other workers’ compensation staff and formulates and administers individual care plans that ensures injured employees receive appropriate care and services.

Distinguishing Characteristics

This class performs full performance work coordinating and managing the care of injured employees. This class is distinguished from the Claims Adjustor II class that performs full performance level work involving the examination, development, and adjudication of liability claims against the City and adjudication of claims for compensation and medical services under Colorado Workers’ Compensation Law.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

Performs no supervisory duties.

Essential Duties

Conducts initial medical interview with an injured worker to obtain a general statement concerning the events surrounding the injury, explains medical information and general workers’ compensation information, and refers injured workers to the appropriate resources for additional information.

Gathers information from physicians, health care providers, medical records, and test results in order to develop a nursing plan and provides the medical treatment plan to health care providers.
Collaborates with the workers’ compensation adjusters and assists with the medical management of workers’ compensation claims.

Provides on-going assessment of medical care, identifies obstacles to recovery, develops a plan of action, and focuses on returning an employee to work.

Prepares medical histories on injured workers, nursing options, and questions regarding medical reports and legal documentation in order to prepare for peer reviews, hearings, and/or other staffing conferences with workers’ compensation staff.

Identifies community medical resources required for on-going medical care and coordinates the initiation of services.

Prepares written authorizations, denials, and informational letters to providers for requested services and procedures based on state timeframes for responses.

Interprets and applies State of Colorado Workers’ Compensation guidelines including medical treatment guidelines to ensure proper utilization and coverage of services.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Planning and Evaluating - Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

**Knowledge & Skills**

Knowledge of nursing theory and applications sufficient to be able to perform a variety of nursing functions.

**Education Requirement**

Associate’s Degree in Nursing.

**Experience Requirement**

Two (2) years of professional nursing experience.
### Education & Experience Equivalency

No substitution of experience for education is permitted.

Additional appropriate education may be substituted for experience requirements.

### Licensure & Certification

Possession of an active Colorado Registered Nurse license or permit at time of appointment with permit to be used only until a decision on licensure is made.

Licenses and certifications must be kept current as a condition of employment.

### Working Environment

Contact with patients under wide variety of circumstances.
Potential exposure to unpleasant elements (accidents, injuries and illness).
Occasional pressure due to multiple calls and inquiries.
Subject to many interruptions.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- Carrying: transporting an object, usually by hand, arm, or shoulder.
- Feeling: perceiving attributes of objects by means of skin receptors.
- Fingering: picking, pinching, or otherwise working with fingers.
- Handling: seizing, holding, grasping, or otherwise working with hands.
- Reaching: extending the hand(s) and arm(s) in any direction.
- Standing: remaining on one’s feet in an upright position.
- Talking: expressing or exchanging ideas by means of spoken words.
- Walking: moving about on foot.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
- Accommodation: ability to adjust vision to bring objects into focus.
- Depth Perception: ability to judge distance and space relationships.
- Far acuity: ability to see clearly at 20 feet or more.
- Field of Vision: ability to see peripherally.
- Near acuity: ability to see clearly at 20 inches or less.

### Background Check Requirement

- Criminal Check
- Education Check
- Employment Verification
- Licensure/Certification

### Assessment Requirement

None
### Probation Period

Six (6) months.

### Class Detail

- **Pay Grade:** O-810
- **FLSA Code:** Y
- **Management Level:** 10
- **Established Date:** 9/21/2018
- **Established By:** Lori Schumann
- **Revised Date:**
- **Revised By:**
- **Class History:**