

### Class Concept

Employees in this class manage and supervise a work unit consisting of Disability Determination Specialists involved in determining the validity of claims for initial, continuing disability and/or reconsideration cases as provided by Federal Social Security Laws. Duties include planning and implementing work; monitoring work performance; and serving as the expert on rules, laws, regulations, policy and procedure. Claims processing requires comprehensive development, evaluation, and adjudicative judgment. Work includes contact with medical providers in order to resolve problems. Employees in this class may serve as vocational consultants to management and/or may supervise a specialty function. Employees also provide administrative supervision to professional staff, such as Medical Consultants or Psychologists.

Employees in this title assigned to the training function oversee the development and implementation of a comprehensive training program for trainees, new medical consultants, or others in the concepts of disability and application of Social Security Disability policy. Employees oversee the design and delivery of curricula, testing, and the appropriate adjudication of cases assigned to the training unit. Training includes the administrative and medical adjudication criteria used in determining disability, technical aspects of processing claims, basic anatomy and physiology of body systems, and case processing skills development. Employees identify, develop and deliver training to existing staff as determined by quality assurance trends and changes in federal or state laws and regulations and other factors. Employees in this role oversee a small staff of trainers and supervise trainees.

Employees in this classification may also supervise a specialized unit, such as quality assurance, vocational evaluation review, or training. Employees in a specialty role may advise management on policy issues, accuracy trends, and training needs. Employees may serve as the liaison between the NC Disability Determination agency and the federal quality review office. All employees in this title may assist with/conduct special projects, analysis, and/or research efforts.

### Recruitment Standards

#### Knowledge, Skills, and Abilities (all roles)

- Considerable knowledge of medical terminology and body systems and skill in applying this knowledge in a variety of case situations.
- Thorough knowledge of regulations and procedures of the Federal Social Security Act.
- Thorough knowledge of medical and vocational treatment facilities available by geographic area.
- Ability to express oneself clearly and concisely in oral and written form.
- Ability to establish effective working relationships with subordinates; co-workers; the general public; State, Federal, and local agencies; and a variety of professional disciplines.
- Ability to analyze data and make accurate decisions in a production-oriented setting.
- Ability to supervise and conduct management functions.

#### Knowledge, Skills, and Abilities (Training role)

- Considerable knowledge of medical terminology and body systems and skill in applying this knowledge in a variety of case situations.
- Considerable knowledge of the principles and theories of instruction and basic research techniques.
- Thorough knowledge of regulations and procedures of the Federal Social Security Act and ability to integrate these into the training environment.
- Ability to express oneself clearly and concisely in oral and written form.
- Ability to establish effective working relationships with fellow instructors, supervisors, and students.
- Ability to compose course materials, lesson plans, course objectives, instructional strategies, examinations, and course syllabi.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and four years of progressive experience as a Disability Determination Specialist; or an equivalent combination of education and experience.

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