

Class Concept

Employees in this class are responsible for the organization, administration and delivery of work involving the eligibility determination of disability medical claims under the Social Security Act. Employees are responsible for the coordination and supervision of 8-10 processing units (up to 200 employees) in the following areas of disability determination: initial claims, reconsideration, and continuing disability claims review.

Employees provide direction to subordinate unit supervisors in workload management and the coordination of medical and support staff activities which impact upon claims processing. Employees ensure new/updated policies are communicated to staff for incorporation into the daily work, continually review service deliver needs, monitor and modify work procedures to meet claims processing needs and goals, and ensure staffing needs are met. Employees monitor agency goals for the timely processing of claims and for the quality of disability determination decision. Programmatic data is compiled for the purpose of identifying short-range planning objectives.

Employees manage a number of special projects and provide oversight to special caseloads and participate on various national workgroups.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of regulations and procedures of the Federal Social Security Act.
- Considerable knowledge of medical terminology and body systems and skill in applying this knowledge in a variety of case situations.
- Skill in establishing effective working relationships with subordinates, co-workers, the general public, State, Federal and local agencies and a variety of professional disciplines.
- Skill in making accurate decisions in a production-oriented setting.
- Skill in supervision and in conducting management functions.
- Ability to express oneself clearly in oral and written form.

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and five years of progressive experience as a Disability Determination Specialist, at least one of which was in a supervisory capacity; or an equivalent combination of education and experience.

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