

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES**

Industrial Rehabilitation

SERIES NUMBER

6977

MAJOR AGENCIES

Bureau Of Workers' Compensation

EFFECTIVE

07/01/2008

SERIES PURPOSE

The purpose of the industrial rehabilitation occupation is to review, assess & determine feasibility of vocational rehabilitation services to eligible injured workers for an early & safe return to work in a manner that benefits all parties or to conduct compliance audits for rehabilitation service providers (e.g., managed care organization, vendors).

At the lower level, incumbents review workers' compensation claims to determine feasibility & eligibility for vocational rehabilitation services & facilitate provision of vocational rehabilitation services & appropriate compensation for injured workers.

At the middle levels, incumbents review & approve all rehabilitation services that exceed case management specialist' level of approval, or develop & write rehabilitation, remain at work (i.e., RAW), case management & alternative dispute resolution (i.e., ADR) audit program & auditing report processing policy & protocols, perform audits & provide technical direction to other audit staff in performance of in-house & on-site audits of managed care organizations (i.e., MCO), vendors & employers performance related to provision of vocational rehabilitation services & costs associated with such services & make recommendations & follows-up with applicable MCO to ensure compliance of audit findings & re-valuations, or provide claimants with skills necessary to obtain gainful employment & provide structured job search programs for claimants.

At the supervisory level, incumbents supervise all rehabilitation case management specialists, reemployment specialists & other personnel in assigned work location.

JOB TITLE

Industrial Rehab Case Management Specialist

JOB CODE

69771

PAY GRADE

013

EFFECTIVE

07/01/2008

CLASS CONCEPT

The full performance level class works under general supervision & requires considerable knowledge of rehabilitation counseling, nursing or other comparable field in order to review workers' compensation claims to determine feasibility & eligibility for vocational rehabilitation services & facilitate provision of vocational rehabilitation services & appropriate compensation for injured workers.

JOB TITLEIndustrial Rehabilitation Case Management
Specialist Coordinator**JOB CODE**

69772

PAY GRADE

013

EFFECTIVE

07/30/2000

CLASS CONCEPT

The first advanced level class works under direction & requires thorough knowledge of vocational counseling in order to provide work direction & training to industrial rehabilitation case management specialists (i.e., case managers), review & approve all rehabilitation programmatic work for team of at least six industrial rehabilitation case management specialists to include final signature authority for all case closures/final summaries, formulate & implement rehabilitation program policies, provide on-going individual training to case managers & consult with them on most complex/ difficult cases, or develop & write rehabilitation, remain at work (i.e., RAW), case management & alternative dispute resolution (i.e., ADR) audit program & auditing report processing policy & protocols, perform audits & provide technical direction to other audit staff in performance of in-house & on-site audits of managed care organizations (i.e., MCO), vendors & employers performance related to provision of vocational rehabilitation services & costs associated with such services & make recommendations & follow-up with applicable MCO to ensure compliance of audit findings & re-valuations.

JOB TITLE

Industrial Reemployment Specialist

JOB CODE

69773

PAY GRADE

013

EFFECTIVE

03/07/2004

CLASS CONCEPT

The second advanced level class works under general direction & requires thorough knowledge of vocational counseling in order to provide claimants with skills necessary to obtain gainful employment & to provide structured job search programs for claimants.

JOB TITLE

Industrial Rehabilitation Supervisor

JOB CODE

69775

PAY GRADE

15

EFFECTIVE

01/23/1994

CLASS CONCEPT

The supervisory level class works under general direction & requires thorough knowledge of rehabilitation counseling, nursing or comparable field, policies & procedures applicable to vocational & rehabilitation services, workers' compensation laws & supervisory/management/ administrative principles & techniques in order to supervise all rehabilitation staff (e.g., rehabilitation case managers, reemployment specialist) & clerical support personnel in assigned service office.

| <u>JOB TITLE</u> | <u>JOB CODE</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY GRADE</u> |
|---|-----------------|--------------|------------------|------------------|
| Industrial Rehab Case Management Specialist | 69771 | 012 | 07/01/2008 | 013 |

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Reviews workers' compensation claims to determine feasibility & eligibility for vocational rehabilitation services & facilitates provision of vocational rehabilitation services & appropriate compensation for injured workers (e.g., works in conjunction with employers, injured worker, medical providers, Managed Care Organizations & field service staff to identify candidates for rehabilitation, assesses estimated return-to-work time-frames, interprets medical & vocational data, identifies barriers to injured worker's return to work & recommends solutions, assesses claims which are beyond optimal return to work date to determine appropriateness of current rehabilitation plans & suggests improvements, confers with physician of record to obtain his/her assessment of extent of injury/disability & medical limitations, confers with employer to obtain data concerning claimant's previous employment & possibility of his/her returning to same, feasibility of job modification or possibility of intra-company transfer to another position, availability of jobs in other companies & possibility of total vocational change, assesses & evaluates vocational potential of claimant, reviews & approves or denies special vocational rehabilitation plan types such as those submitted by rehabilitation interns, training programs exceeding six months & Rehabilitation Services Commission joint rehabilitation plans, reviews vocational rehabilitation case plan activity to ensure qualified field staff & rehabilitation providers contracted by Managed Care Organizations adhere to all state & federal laws, policies, rules & regulations & serves as lead worker as needed by providing work direction, guidance & technical advice to rehabilitation interns & Managed Care Organization field staff.

Reviews rehabilitation plans & authorizes payment &/or extension of living maintenance wages from bureau surplus fund; monitors & regulates surplus fund use; reviews incoming wages to ensure accuracy of hours worked by injured worker &/or wages paid, participates in meetings with employers, injured workers & service providers to discuss injured worker's progress & identify & resolve barriers to return to work; visits worksites & performs job analysis to assess physical demands of job; evaluates service providers to ensure mandated training & certification requirements are fulfilled; operates personal computer to enter data regarding injured worker &/or rehabilitation plan into database; ensures accuracy & timely submission of all documentation.

Attends meetings & continuing education training; serves on vocational rehabilitation policy review committee & suggests changes as needed; prepares & delivers speeches to medical groups, industries, organized labor & other organizations to provide program information; handles sensitive inquiries from injured workers regarding medical status, employment & wages; develops & generates reports & correspondence.

MAJOR WORKER CHARACTERISTICS

Knowledge of rehabilitation counseling, nursing or comparable field which included at least seven of following areas: (1) history & systems of rehabilitation, (2) planning, implementation & evaluation of services, (3) legislation, ethics & professional conduct, (4) human development & behavior, (5) aspects of disabling conditions, (6) analysis, synthesis & utilization of rehabilitation research & theoretical information, (7) overview of disability compensation systems, (8) structure & process of disability compensation systems, (9) professional terminology, (10) insurance rehabilitation case management, (11) gathering, synthesizing & dissemination of information, (12) forensic rehabilitation; agency laws, policies & procedures regarding case management of services to workers who are industrially injured, disabled or diseased*; counseling; interviewing; human relations. Skill in word processing & operation of personal computer*. Ability to deal with many variables & determine specific course of action; calculate fractions, decimals & percentages; gather, collate & classify information about data, people, or things; obtain & assess medical & vocational data affecting capabilities of claimants; handle sensitive inquiries from & contacts with physicians, health care organizations, employers, unions & claimants & their families; prepare & deliver speeches before technical & general audiences.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Per agreement between 1199 SEIU/District 1199, Ohio Bureau of Workers' Compensation and Office of Collective Bargaining:

Completion of graduate degree in rehabilitation counseling; valid driver's license.

-Or completion of bachelor's degree in a field directly related to disability management (examples of such degrees include but are not limited to: rehabilitation/vocational/educational counseling, rehabilitation/industrial/organizational psychology,

nursing occupational/physical therapy or social work); and one year experience as a vocational rehabilitation field case manager; and valid driver's license; and knowledge of at least seven (7) of the following: (1) history & systems of vocational rehabilitation; (2) planning, implementation & evaluation of vocational rehabilitation services; (3) legislation, ethics & professional conduct; (4) human development & behavior within the disability model; (5) vocational aspects of disabling conditions; (6) analysis, synthesis & utilization of vocational rehabilitation research & theoretical information; overview of disability compensation systems; (7) structure & process of disability compensation systems; (8) knowledge of vocational and medical terminology; (9) insurance vocational rehabilitation case management; (10) gathering, synthesizing & disseminating of information; (11) disability management systems, principles and function; (12) principles of transitional work;

-And,

Valid certification as certified rehabilitation counselor or certified disability management specialist as issued by Commission on Rehabilitation Counselor Certification, or valid certification as a certified case manager by the Commission for Case Manager Certification with two (2) years experience as a vocational rehabilitation field case manager.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Requires travel.

| <u>JOB TITLE</u> | <u>JOB CODE</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY GRADE</u> |
|---|-----------------|--------------|------------------|------------------|
| Ind Rehab Case Mgmt Specialist Coordinator | 69772 | 012 | 07/30/2000 | 13 |

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides work direction & training to industrial rehabilitation case management specialists (i.e., case managers), reviews & approves all rehabilitation programmatic work (e.g., checks/modifies/approves treatment, providers, expenditures, length of treatment, caseload, cost accountability, timeliness, original rehabilitation plans & return to work plans) for team of at least six industrial rehabilitation case management specialists to include final signature authority for all case closures/final summaries, formulates & implements rehabilitation program policies (e.g., updates policy manual for rehabilitation programmatic areas; writes & modifies programmatic policies & procedures on on-going basis), provides on-going individual training to case managers & consults with them on most complex/difficult cases,

OR

Develops & writes rehabilitation, remain at work (i.e., RAW), case management & alternative dispute resolution (i.e., ADR) audit program & auditing report processing policy & protocols, performs audits & provides technical direction to other audit staff in performance of in-house & on-site audits of managed care organizations (i.e., MCO), vendors & employers performance related to provision of vocational rehabilitation services & costs associated with such services & makes recommendations & follows-up with applicable MCO to ensure compliance of audit findings & re-valuations, provides input regarding terms of business contracts with MCOs, manipulates & analyzes information to select files for vocational rehabilitation financial & procedural audits, researches selected rehabilitation cases to prepare for audit, educates MCO vocational rehabilitation case managers on provisions of rehabilitation services utilizing agency policies & guidelines, rules & laws, clarifies & makes recommendations on rehabilitation audit process, presents audit results of internal & external parties, consults with MCO audit staff to generate audit summary reports & letters, generates spreadsheets & graphs of audit findings for agency staff & to identify vocational rehabilitation trends, consults & reviews files for fraud department & interprets rehabilitation law & policy to internal & external professionals, acts on behalf of rehabilitation regulatory unit supervisor in supervisor's absence (e.g., takes charge of audit team, determines audit schedule, attends meetings, conducts presentations), trains & coordinates industrial rehabilitation nurses, industrial rehabilitation case management specialists &/or other audit staff on case management & ADR audit process & acts as technical advisor to nurses &/or case managers throughout on-site audits,

OR

Gathers & collates statistics from reports of case managers (e.g., caseload, referrals assigned, original rehabilitation plans written, return to work, cost incurred, timelines) to develop monthly & annual reports; compiles statistics for case action reports to form inventory of all cases assigned to individual case managers.

Represents agency at industrial case hearings; interpret rehabilitation documentation at hearing; provides job restructuring & ergonomic job modification consultation services on specialized cases (e.g., provides special 'floating' table to marble artisan with cost of \$6,000 to modify work environment to create ergonomic situation; provision of foot/hand controls & hydraulic lifts); responds to public inquiries from attorneys, union representatives, providers & claimants regarding specific questions relating to rehabilitation program issues/customer service issues.

MAJOR WORKER CHARACTERISTICS

Knowledge of rehabilitation counseling, nursing or comparable field which included at least seven of following areas: (1) history & systems of rehabilitation, (2) planning, implementation & evaluation of services, (3) legislation, ethics & professional conduct, (4) human development & behavior, (5) aspects of disabling conditions, (6) analysis, synthesis & utilization of rehabilitation research & theoretical information, (7) overview of disability compensation systems, (8) structure & process of disability compensation systems, (9) professional terminology, (10) insurance rehabilitation case management, (11) gathering, synthesizing & dissemination of information; (12) forensic rehabilitation; departmental policies, procedures, expectations & goals affecting case management of services to workers who are industrially injured, disabled or diseased; employee training & development*; supervisory principles & techniques*; interviewing techniques*; public relations*. Ability to review & assess medical & vocational data affecting capabilities of claimants & plan & implement vocational & rehabilitation plans suitable for claimants to obtain gainful employment; check/modify/approve all case management reports & forms completed by case managers; handle sensitive inquiries from & contracts with attorneys, physicians, employers, unions & claimants & their families; provide friendly atmosphere as lead worker.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of graduate major core coursework in rehabilitation counseling; 6 mos. exp. in rehabilitation counseling; must be able to provide own transportation.

-Or completion of graduate major core coursework in nursing or comparable field to rehabilitation counseling or nursing which must have included knowledge of at least seven of following areas: (1) history & systems of rehabilitation, (2) planning, implementation & evaluation of services, (3) legislation, ethics & professional conduct, (4) human development & behavior, (5) aspects of disabling conditions, (6) analysis, synthesis & utilization of rehabilitation research & theoretical information, (7) overview of disability compensation systems, (8) structure & process of disability compensation systems, (9) professional terminology, (10) insurance rehabilitation case management, (11) gathering, synthesizing & dissemination of information, (12) forensic rehabilitation; 6 mos. exp. in rehabilitation counseling; must be able to provide own transportation.

-Or valid certification as certified rehabilitation counselor or certified rehabilitation insurance/specialist as issued by Commission On Rehabilitation Counselor Certification, or valid licensure as licensed professional counselor as issued by Ohio Counselor & Social Worker Board, or certificate as certified rehabilitation registered nurse as issued by appropriate body, or valid licensure as registered nurse; 18 mos. exp. in rehabilitation counseling; must be able to provide own transportation.

-Or 6 mos. exp. as Industrial Rehabilitation Case Management Specialist, 69771; must be able to provide own transportation.

-Or equivalent of Minimum Class Qualifications For Employment noted above may be substituted for the experience requirement, but not for the mandated certification or licensure.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Requires travel.

| <u>JOB TITLE</u> | <u>JOB CODE</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY GRADE</u> |
|------------------------------------|-----------------|--------------|------------------|------------------|
| Industrial Reemployment Specialist | 69773 | 012 | 03/07/2004 | 13 |

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Assists industrial rehabilitation supervisors &/or consultants of rehabilitation division (e.g., evaluates & monitors office operations; coordinates services; discusses changes, problems & general itinerary; claim file assignments; reemployment programs), interviews & counsels claimants regarding employment methods & improving their skills for seeking employment, examines on-job training & employer incentive contracts to insure compliance of policies & procedures used by division & analyzes structure & delivery of services & recommends changes related to reemployment.

Coordinates associated activities (e.g., job clubs) for assigned offices in district.

Prepares &/or maintains records & reports (e.g., employment status of claimants, labor organizations); maintains resource file.

Meets with &/or counsels with claimants, rehabilitation case management specialists or other interested parties (e.g., industrial, labor & community organizations; private & public employers) to discuss reemployment or establish & maintain job clubs for claimants who are disabled or industrially diseased.

MAJOR WORKER CHARACTERISTICS

Knowledge of departmental policies & procedures relating to review & processing of medical claims*; bureau of workers' compensation laws*; public relations; occupational & labor market data*; labor relations*; human services area. Ability to review contracts for correct legal terminology & compliance with policies & procedures related to rehabilitation & reemployment; use statistical analysis; write meaningful, concise & accurate reports; develop good rapport with claimants &/or cooperate with co-workers; define problems, collect data, establish facts & draw valid conclusions.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of graduate core coursework in human services area (e.g., rehabilitation counseling, guidance & counseling, industrial relations, industrial management, pre-medicine or allied medicine, social work, psychology); 12 mos. exp. as job placement/employment services counselor or vocational rehabilitation counselor with clients having physical, visual, mental or emotional problems.

-Or 12 mos. exp. as Industrial Rehabilitation Case Management Specialist 69771.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Requires travel.

| <u>JOB TITLE</u> | <u>JOB CODE</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY GRADE</u> |
|-----------------------------|-----------------|--------------|------------------|------------------|
| Industrial Rehab Supervisor | 69775 | EX | 01/23/1994 | 15 |

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises all rehabilitation staff (e.g., rehabilitation case management specialist, vocational rehabilitation specialist) & any other personnel (e.g., program review specialist, clerical support) in assigned service office to promote comprehensive case management.

Assigns & monitors implementation of divisional policies, procedures, programs & guidelines within assigned service office; insures cost effectiveness of program & that program services are delivered efficiently; approves plans & reviews cases not accepted or closed; reviews & authorizes payment of expenses that exceed maximum established for case managers; advises staff on complex cases & resolves problems; coordinates on-going training of staff.

Represents rehabilitation division in meetings & conferences; prepares & delivers speeches on behalf of division to employers, unions, civic groups, medical & legal organizations & governmental groups to explain & promote division programs; promotes public relations with public, claimants & their families & other interested parties.

MAJOR WORKER CHARACTERISTICS

Knowledge of supervisory principles/techniques*; rehabilitation division policies & procedures concerning claims processing & reemployment services*; employee training & development*; rehabilitation counseling, nursing or comparable field which included at least seven of following areas: (1) history & systems of rehabilitation, (2) planning, implementation & evaluation of services, (3) legislation, ethics & professional conduct, (4) human development & behavior, (5) aspects of disabling conditions, (6) analysis, synthesis & utilization of rehabilitation research & theoretical information, (7) overview of disability compensation systems, (8) structure & process of disability compensation systems, (9) professional terminology, (10) insurance rehabilitation case management, (11) gathering, synthesizing & dissemination of information, (12) forensic rehabilitation; departmental policies, procedures, expectations & goals affecting case management of services to workers who are industrially injured, disabled or diseased; interviewing*; public relations*. Ability to handle sensitive inquiries from & contracts with physicians, employers, unions & claimants & their families; prepare & deliver speeches before technical & general audiences; establish friendly atmosphere as district office supervisor; deal with large number of variables & determine specific course of action as it affects delivery of rehabilitation & vocational program services.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

2 yrs. exp. as Industrial Rehabilitation Case Management Specialist, 69771.

-Or 18 months exp. as Vocational Rehabilitation Specialist, 69773.

-Or 2 yrs. exp. as licensed professional counselor with licensure issued by Ohio Counselor & Social Work Board.

-Or 2 yrs. exp. as certified rehabilitation counselor with certificate issued by Commission On Rehabilitation Counselor Certification.

-Or completion of graduate major core coursework in rehabilitation counseling or nursing or other comparable field which must have included at least 7 of following areas: (1) history & systems of rehabilitation, (2) planning; implementation & evaluation of services, (3) legislation, ethics & professional conduct, (4) human development & behavior, (5) aspects of disabling conditions, (6) analysis, synthesis & utilization of rehabilitation research & theoretical information, (7) overview of disability compensation systems, (8) structure & process of disability compensation system, (9) professional terminology, (10) insurance rehabilitation case management, (11) gathering, synthesizing & dissemination of information, (12) forensic rehabilitation; 2 yrs. exp. in rehabilitation setting providing indirect or direct services to disabled population receiving benefits from disability compensation system with duties involving professional utilization of at least seven of previously named areas of knowledge for comparable field of study.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Requires travel.