

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Disability Claims Program Supervisor**

**Class Code: 010535**  
**Pay Grade: GJ**

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### **A. Purpose:**

Administers the operations of the adjudicative process for the Social Security Administration (SSA) disability program to ensure services are provided within established rules and regulations.

### **B. Distinguishing Feature:**

The Disability Determination Program Supervisor supervises a work unit of Disability Claims Analysts and Disability Claims Specialists that carry out the adjudicative claims process for the Social Security Administration disability program to ensure the program operates within federal rules and regulations.

The Disability Claims Analyst determines medical eligibility for all claim types. This is done by reviewing disability claims applications and obtaining information to continue and make or terminate disability determinations. This position does not supervise, but may act as a mentor in the support and development of new claims analyst staff. Incumbents will complete a training and mentorship program to develop knowledge and proficiency in order to determine medical eligibility for all claims types.

The Disability Claims Specialist monitors and completes quality assurance reviews, case consulting, training, and other special projects to ensure federal law, rules and procedures are followed providing efficient and effective service. This position frequently reviews work of Disability Claims Analysts and medical consultants.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)*

1. Supervises staff to ensure that the objectives of the work unit are met.
  - a. Selects candidates to interview, completes reference checks, selects staff, and recommends for hire.
  - b. Provides guidance and oversight in caseloads and the management of the workload.
  - c. Advises staff through difficult or unusual case circumstances.
  - d. Monitors statistical performance and progress to ensure standards are met.
  - e. Addresses personnel matters through counseling or disciplinary actions.
  - f. Addresses performance problems through training, coaching, work improvement plans or disciplinary actions including terminations.
  - g. Conducts performance appraisals and completes performance documentation.
  - h. Conducts monthly meetings with all adjudicative staff.
2. Administers the medical review portion of the SSA disability program to ensure program compliance and effective program operation.
  - a. Provides guidance and interpretation of SSA federal rules and regulations.
  - b. Advises SSA regarding draft changes to federal regulations and policies.
  - c. Develops and implements office practices and business processes for daily activities.
  - d. Evaluates service delivery, identifies problem areas, measures accomplishments, and implements follow-up actions.

- e. Determines the method to communicate and implement SSA programmatic changes to ensure compliance with new standards.
  - f. Handles complaints from claimants.
  - g. Prepares reports for director and SSA.
  - h. Participates as a member of the operations team for information sharing and joint decision-making.
  - i. Approves or denies special expenditures for claimants.
  - j. Serves as second in command in the director's absence.
  - k. Directs special projects.
3. Directs, coordinates, and monitors internal quality assurance measures to identify problem areas and detect and correct errors in claims processing to ensure to support the best service to the public through compliance with federal rules and regulations.
- a. Oversees and provides training to the quality assurance unit.
  - b. Monitors work to ensure that unit personnel meet quality and processing standards.
  - d. Evaluates work at various stages of development.
  - e. Sets parameters for the internal random selection of cases reviewed.
  - g. Completes various quality assurance reviews and provides feedback to analysts regarding positives and areas for improvement or correction.
  - h. Reviews external quality feedback and returns from the SSA quality branch review components.
  - i. Tracks, documents, and reviews errors for trends and targets training to improve performance.
  - j. Resolves internal quality conflicts between the specialists and analyst staff.
  - k. Approves and reviews claims that are submitted to the external rebuttal system through SSA.
  - l. Measures individual and group performance by recording data regarding the quality and characteristics of cases reviewed.
4. Directs the orientation, training, and ongoing professional growth of staff.
- a. Provides basic orientation to new Disability Claims Analysts.
  - b. Manages the training program for new Disability Claims Analysts and monitors progress.
  - c. Assigns mentors, discusses cases, and provides guidance to new analysts in coordination with the mentor staff member.
  - d. Assesses, identifies, coordinates, and ensures the provision of ongoing training and professional development for staff.
  - e. Provides orientation to new medical and psychological consultants.
5. Maintains professional and medical relations and serves as a liaison with medical professionals and organizations that facilitate the disability determination process.
- a. Recruits consultative exam providers to help ensure adequate panel staffing.
  - b. Provides presentations to inform and educate medical organizations, disability professionals, agencies, institutions, and individuals about program requirements.
  - c. Trains and monitors consultative exam providers and educates them on the information needed within medical reports to meet SSA requirements to ensure quality and timely medical decisions.
  - d. Trains exam providers to utilize the agency's electronic options to submit evidence.
  - e. Keeps division management and the SSA regional office informed about successes, problems, or potential problems encountered with consultative exam providers.
  - f. Assists in handling reporting and payment problems.
  - g. Conducts onsite visits to consultative exam providers to inspect their facility to ensure compliance with SSA qualifications.

- h. Investigates complaints about the conduct of exam providers and instances when exam reports are inadequate.
  - i. Monitors licensing of medical consultants and consultative exam providers to ensure sources are currently licensed and without federal sanction.
6. Administers the claims movement process to ensure timely completion.
- a. Monitors receipts and closures of various claim types and makes assignment adjustments as needed.
  - b. Monitors the medical consultant reviews within the office and out-of-state by other agencies and reprioritizes as necessary to ensure timely completion of reviews.
  - c. Coordinates out-of-state claims movement.
7. Manages the disability hearings unit.
- a. Monitors hearings workloads and assignments to Disability Hearings Officers (DHO).
  - b. Maintains pre-hearings workloads and assignments to pre-hearings analysts.
  - c. Trains new hearings staff and provides ongoing training and development to current unit staff.
  - d. Creates and modifies business processes for daily operations of the unit, including oversight of hearings scheduling processes and execution.
  - e. Reviews hearing claims for quality and accuracy.
  - f. Coordinates out-of-state assistance of DHO claims.
  - g. Conducts disability hearings as needed.
  - h. Works regional office to obtain policy.
8. Performs other work as assigned.

**D. Reporting Relationships:**

The Disability Claims Program Supervisor supervises Disability Claims Analysts and Disability Claims Specialists. Reports to the Disability Determination Services Manager.

**E. Challenges and Problems:**

Challenges include thoroughly training new staff and keeping staff trained regarding changes to the adjudicative process, addressing personnel and quality assurance matters while maintaining morale, maintaining up-to-date knowledge of federal regulations and policies relative to SSA disability and consistently interpreting and implementing them, providing support to provider agencies, diffusing claimant complaints, and continually prioritizing and reprioritizing to ensure tasks are completed in the most effective and efficient manner to meet federal productivity, quality, and processing time expectations.

**F. Decision-making Authority:**

Decisions made include recommendations for hire and continued employment after probation, recommendations for disciplinary actions, staff training and professional development needs, workload assignments and daily management of claims, interpretation of rules and regulations, proposals for internal business processes, how to handle claimants or problems, the parameters of internal quality assurance, and the cases that are submitted to the external rebuttal system.

Decisions referred include final approval for hire and continued employment after probation, the initiation of formal disciplinary actions and termination, changes to business processes, and highly sensitive or controversial issues and complaints.

## **G. Contact with Others:**

Weekly contact with medical consultants to answer questions. Weekly contact with staff from other states involved in out-of-state assistance projects. Weekly contact with consultative exam providers and medical evidence of record providers. Monthly contact with SSA regional office for guidance on more complicated programmatic or policy questions and quality assurance consultation. Monthly contact with SSA field office liaison for the state regarding case clarification, jurisdiction issues, case development concerns, or personnel matters in order to maintain good working relationships between the division and the SSA field offices. Quarterly contact with resident physicians to provide training. Semiannual contact with various public and private entities to provide information about the program. As needed communication with claimants to resolve problems, conflicts, and misunderstandings.

## **H. Working Conditions:**

Works in a typical office environment with some travel. May work with hostile claimants.

## **I. Knowledge, Skills and Abilities:**

Knowledge of:

- disability determination processes and Social Security principles;
- methods and techniques used in the evaluation of disability claims;
- operation of the federal disability program;
- medical terminology;
- medical, psychological, and vocational resources and requirements;
- rehabilitative and other social service agencies;
- structure, function, and practices of the medical community and other community resources that provide services to citizens of the state;
- methods and techniques of effective supervision;
- training, hiring, and personnel practices;
- methods and techniques of statistical research and analysis.

Ability to:

- communicate effectively;
- work successfully as a team, one-on-one, and independently;
- develop presentations and handouts that can be presented before various size audiences;
- manage multiple priorities;
- provide exemplary customer service;
- take and follow direction;
- train and advise staff on the SSA disability program;
- work effectively with other staff and community organizations to reach common goals;
- tactfully handle complaints;
- research, interpret, and implement federal and state rules, regulations, policy and business procedures;
- identify dysfunctional relationships and environmental conditions and provide positive solutions;
- exercise sound judgment in the performance of assigned responsibilities;
- write meaningful, concise, and accurate reports and correspondence;
- compile and display data, analyze findings, and devise recommendations.

