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|------------------------|--------------------------------|
| Job Title:             | Supervisory Social Insurance S |
| Requisition Number:    | JO-1604-5254                   |
| Grade:                 | 13                             |
| Salary Range:          | \$84,136.00 - \$117,789.00     |
| Promotion Potential:   |                                |
| Agency:                | Disability Services            |
| Location:              | 1125 15th St NW                |
| Area of Consideration: | Agency Only                    |
| Opening/Closing Date:  | 4/14/2016 - 4/24/2016          |

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**SUPERVISORY SOCIAL INSURANCE SPECIALIST**  
MS-0105-13  
\$84,136 - \$117,789  
Management Supervisory Services (MSS-AT WILL)

### **DDS Agency Employees Only**

#### **Introduction**

If you like to stay busy and immersed in cultural activities, then Washington, DC is the place to be! Museums, restaurants, great climate, green space and job opportunities are among the many positives of living in the Nation's Capital. Not to mention the residents of the District of Columbia are highly educated and the region has some of the best schools in the country. Each day the District of Columbia continues to be ranked in the top 10 of thriving city indicators where you can live, work and play.

This position is located in the Department on Disability Services, Disability Determination Division. The Disability Determination Division determines the absence or presence of a disability and adjudicates appeals for disability benefits under the Social Security Act.

#### **Job Summary**

Assists the supervisor in planning, leading, organizing, and controlling the daily work performed by the organization. Assumes responsibility for the smooth operation of the Social Insurance Specialist unit under his/her supervision. This includes working on multiple tasks under time constraints; analyzing and resolving immediate and long-term problems related to personnel and the disability determination case development process; understanding and applying numerous laws, regulations, procedural guidelines, etc.; and communicating effectively with individuals both inside and outside the Division. Assists the supervisor in developing long term strategic plans for DDD with a focus on Social Security Administration goals. Provides managerial input to the supervisor while assessing production, processing time and quality to ensure DDD is meeting weekly workload requirements.

Supervises staff responsible for analyzing evidence pertaining to alleged disabilities and adjudicating disability claims based on such analyses which involves reviewing supportive objective medical documentation. Coordinates and maintains contact with claimants, beneficiaries, physicians and employees to ensure receipt of required medical and vocational documentation. Monitors claims that are vulnerable to operational delays and are at risk of poor quality decisional outcomes; identifies backlogs in the operational unit and the medical consultants' pool with the purpose of removing obstacles. Represents the Division at the SSA Regional Office, DDS and District agencies in the absence of the supervisor to ensure DDD goals are met.

Engages in the analysis and development of operational procedures and policies. Develops the operational requirements and continuously refines the strategies for implementing an interactive quality assurance system. Performs duties that ensure there is correlation between the physical and/or mental Residual Function Capacity and the case decision making process. Works with the medical and /or psychological consultants to address all outstanding undeveloped mental or physical allegations. Ensures all vocational claims development is sufficient to preclude substantive decisional errors. Ensures all documentation related errors are caught in time to avert further complication of the claims decision making process. Takes responsibility for all claims related technical accuracy errors within the operational unit. Checks all basis and ICD codes for primary and secondary diagnosis for accuracy. Checks claims for proper management and clearing and arranges to meet the quality requirement in the procedural operations manual. Approves all claims adjudicated in the operational unit, for decisional and documentation accuracy before release.

Collects and analyzes program data in an effort to identify trends in the performance of each employee. Supervises the maintenance of statistical information used for periodic and special reporting purposes. Analyzes new or revised Social Security Administration policies and procedures and works with the supervisor to develop internal office procedures for implementation. Reviews and analyzes proposed amendments to the Social Security Act, governing regulations, etc.

Presents information pertaining to the disability determination process before public and private groups involved in serving individuals with disabilities. As requested, serves on national and regional committees or study groups established to explore issues related to disability determination. Develops and maintains sound working relationships with relevant District of Columbia government agencies, the Social Security Administration, local physicians, social service providers, and medical staff, etc. Answers public inquiries pertaining to disability determination, orally and/or in writing.

Develops case assignment guidelines and establishes work priorities for subordinate staff. Performs regular reviews of disability claims at all stages of the adjudicative process and provides consultation staff in highly complex and problem cases. Makes final recommendations to the Division Supervisor for disposition of arbitrated, highly controversial or complicated cases where administrative judgment must be exercised.

Incumbent must also manage administrative issues, such as leave and training, related to employees directly under his/her supervision. Plans work to be accomplished by subordinates, sets and adjusts short-term priorities, and prepares schedules for completion of work; assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees; approves leave; develops performance standards and

evaluates work performance of subordinates; gives advice, counsel, or instruction to employees on both work and administrative matters; interviews candidates for positions in the organization; recommends appointment, promotion, or reassignment to such positions; hears and resolve complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager; effects minor disciplinary measures, such as warnings and reprimands, recommending other action in more serious cases; identifies developmental and training needs of employees, providing or arranging for needed development and training; periodically reviews position descriptions for accuracy; and finds ways to improve production or increase the quality of the work supervised. Conducts training and orientation of new Social Insurance Specialists on the application of laws, regulations, policies, and procedures relevant to the disability determination process and identifies training needs of staff. Develops and conducts training or arranges for outside training as appropriate.

Supports and ensures effective communication throughout the organization. Maintains the highest standards of personal/professional and ethical conduct, and support the District's goals for a diverse workforce. Practices advanced management principles and concepts, with an emphasis on techniques of case development and management, relevant federal and state administrative laws and practices, and a working knowledge of collective bargaining rules.

In the absence of the Division supervisor, attends meetings with other District of Columbia government agencies, divisions, etc.

Performs other duties as assigned

#### Qualifications

Basic Requirements: Applicant must have one (1) year of Specialized Experience at the next lower grade-level. Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to adjudicating disability claims.

Examples of Specialized experience include: using initiative and resourcefulness in devising new or revised approaches to issues not resolved by use of existing guidelines or in developing, testing, and recommending new methods, criteria or proposed new policies.

#### Licensures, Certifications and other requirements

None-Office equipment (e.g., computer, copier) - "Typical office equipment (e.g., computer, copier), A/V equipment"

#### Education

Minimum requirement: A high school diploma; bachelor's degree in any related field. Equivalent combination of education and work experience is considered. A combination of education and professional experience working with disability, medical or insurance claims adjudication or investigation, health care, unemployment, workers compensation, social services, or related field.

#### Work Experience/Knowledge

Knowledge of Federal and State laws regarding confidentiality of personal information and procedures for obtaining and disclosing information

Using lay medical and vocational program knowledge, reviews and authorizes determinations of medical impairments or to reconsider determinations of disability for hard to prove physical and mental conditions.

Ability to analyze and review diverse and highly complex claims

Ability to communicate effectively, orally and in writing.

Skill in the use of computers and associated software, as required to store, retrieve and utilize information related to office responsibilities.

Experience interpreting and analyzing data exchange procedures associated with federal and/or state programs and activities.

Ability to analyze data and make recommendations.

#### Collective Bargaining Union (Union)

This position is not in a collective bargaining unit.

#### Work Environment

The work is sedentary in nature. Some walking, standing, and bending are required. Work is performed in an office setting with no known risks.