



## OFFICE OF INJURED EMPLOYEE COUNSEL

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 An Equal Opportunity Employer

*The Office of Injured Employee Counsel does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of services. Any request for reasonable accommodation needed during the application process should be communicated by the applicant to staff in the application area.*

Title: <b>Ombudsman Associate</b>	Opening Date: <b>08/24/2009</b>	Application Deadline: <b>Open Until Filled</b>	Starting Salary: <b>*PG B15 \$2,885.41</b>	Job # <b>09-198 Amended &amp; Reposted</b>
Program: <b>Office of Injured Employee Counsel</b>		Location: <b>1515 West Mockingbird Lane Suite 100 Dallas, Texas 75235</b>		Travel Required: <b>50%</b>

### INTERNAL/EXTERNAL POSTING - for OIEC EMPLOYEES and GENERAL PUBLIC

**\*This pay group reflects a new pay group effective September 1, 2009**

**PREVIOUS APPLICANTS MUST APPLY TO BE CONSIDERED**

#### GENERAL DESCRIPTION

The **Ombudsman Associate** (apprentice) performs workers' compensation claims work and is responsible for assisting, educating, and advocating for injured workers throughout the dispute resolution process. Work involves reviewing claims for benefits, studying case histories, gathering and evaluating information including medical records, reporting and referring complaints, and referring for financial assistance and other appropriate services. Assists injured workers in completing forms; tracks and provides information on claim status as appropriate.

#### Essential Job Functions:

- Contacts injured employees to explain Ombudsman services; explains rights and responsibilities; responds to complaints and questions; assists with referrals to and social agencies; provides information about workers compensation processes; and contacts insurance carriers and medical providers to identify and resolve disputes. Documents all customer contact in the mainframe system. Answer general customer service calls.
- Prepares injured employees for proceedings through education about the workers' compensation process and provisions of pertinent law and rules; explores alternatives for resolution of disputes; assists with obtaining supporting documentation; and initiates follow-up contacts about the results of proceedings.

#### QUALIFICATIONS:

- Graduation from an accredited four-year college or university
- One year full-time experience in the field of one or more of the following: claims management, insurance, healthcare, social work, workers compensation, including assisting the public; handling and solving problems
- Considerable working knowledge of medical terminology, rehabilitation, and people with disabilities
- Considerable skill in report writing and records maintenance principles and practices
- Considerable skill in interpreting, explaining laws or regulations
- Considerable skill using a computer for data entry and retrieval

**Employees must successfully complete the Ombudsman Associate (apprentice) Training Program; obtain and maintain a Type 03 adjuster's license. Upon successful completion of the training program and the qualifications criteria, employees are eligible for a career ladder reclassification.**

**The selected applicant must successfully complete: the Ombudsman Training Program, performance observations and certification; and must obtain and maintain a Type 03 adjuster's license.**

#### Education/Experience:

- Education and experience relevant to the position requirements may be substituted for one another on a year-for-year basis

#### Preferred Qualifications:

- Workers' Compensation Type 03 Adjuster's License
- Bilingual in English and Spanish

Unless specifically and expressly stated otherwise, regular attendance is an essential function of every OIEC job.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Applicant should have demonstrated:**

- knowledge of the Texas Workers' Compensation Act, Division of Workers' Compensation (DWC), and Office of Injured Employee Counsel (OIEC) rules, policies and procedures;
- knowledge of workers' compensation claims management and other laws related to workers' compensation; medical terminology preferred;
- knowledge of basic computer applications;
- ability to establish and maintain effective working relationships with a variety of individuals and groups;
- ability to analyze documents, reports and correspondence; investigate complaints regarding workers' compensation matters;
- ability to recognize problems and provide possible solutions;
- ability to manage, organize and prioritize a high volume workload;
- skill in effective communication preferably in English and Spanish, to all participants within the workers' compensation system; and,
- skill in applying and explaining the Workers' Compensation Laws and OIEC rules and procedures, using strong interpersonal techniques.

***Apply by submitting a State of Texas Application form completed in accordance with Office of Injured Employee Counsel Instructions.***

**Travel is required for this position and an essential function of the job. Driving records will be checked on final candidate(s) for this position to ensure candidate(s) meet(s) the fully qualified driving status as defined by the agency.**

**An individual who qualifies for a veteran's employment preference is entitled to a preference in employment with OIEC over other applicants for the same position that do not have a greater qualification. Tex. Gov't Code §657.003.**