



Employees' Retirement Fund  
| of the City of DALLAS |®

## **Disability / Workers Compensation Claim Counselor**

**Disability / Workers Compensation** works with the Employees Retirement Fund of the City of Dallas to determine a member's eligibility for disability benefits. Eligibility determinations are made on existing employees. Determinations are made based on such evidence as medical reports from physicians and other sources. All disability cases are assigned to a counselor who is responsible for appropriately developing the issues in the claim. A team made up of a counselor and a physician, psychologist make recommendations to the retirement system Board of Trustees to determine whether the claimant is medically entitled to disability benefits.

### **Counselor responsibilities**

- Obtaining information to be used as evidence in determining eligibility for disability benefits – This information includes claimants' medical records, vocational history and reports of daily activities. Working with a staff physician or psychologist to analyze evidence when necessary;
- Comparing medical evidence and vocational evidence with established criteria;
- Responds to various written and telephone inquiries including eligibility, approval/denial determinations, status and continuation or closure of benefits;
- Investigates, identifies, and communicates, all appropriate offsets;
- Continually assesses claim details to determine if claims are going to exceed case management authority guidelines;
- Updates and accurately documents system and claim files on actions taken; establishes future action plan and case direction;
- Maintains the established customer service, production, and quality standards;
- May be assigned to provide guidance and assistance to others.

### **Counselor skills**

#### **Strong organizational skills**

A successful DDC counselor must have strong organizational skills. Obtaining medical and vocational information that gives a clear description of the medical impairment and how that

impairment affects the ability to function requires the counselor to contact physicians, hospitals, and other sources.

**Adept scheduling skills**

When available medical evidence is insufficient, the DDC counselor is responsible for arranging a special examination to obtain the required evidence.

**Ability to learn pertinent laws, regulations and policies**

The DDC counselor must know applicable laws, regulations and policies to assess and correlate medical and vocational evidence set forth by City Code 40(A) criteria.

**Ability to develop sufficient medical knowledge**

The DDC counselor must be able to interpret medical findings and to determine (with the assistance of an agency physician or psychologist) the severity of a claimant's impairment.

**Ability to adhere at all times to strict policies of confidentiality and due process of law**

Policies for both confidentiality and due process of law, which the DDC counselor must follow, are clearly outlined by his/her supervisor.

**Concise written communication**

The DDC counselor's analysis and decision concerning a claimant's disability or impairment severity must be clearly stated according to the physician's recommendation.

**Proper verbal communication**

The DDC counselor must be able to communicate in a tactful and organized way when contacting physicians, hospital personnel, claimants and other information sources.

**Competent computer skills**

Casework is performed in an electronic format; the DDC counselor must possess proficient computer skills.

**Minimum Qualifications**

Minimum of five (5) years professional level experience in benefit administration \* Masters degree or equivalent experience may substitute \* Strong organizational skills and analytical skills \* Strong decision making/problem solving skills \* Strong communication skills (written and verbal) \* Proficiency in Microsoft Office tools \* Ability to work with vendors \* Demonstrated team player and ability to adapt to changing situations/manages change well \* Technical resource on qualified and non-qualified projects \* Continuous improvement mindset \* Ability to partner with legal, multiple Business Units and executives effectively \* Ability to speak Spanish encouraged \* Subject matter expert on plan documents, Summary Plan Description updates, complex calculations \* Ability to deliver on commitments.

Please submit a cover letter and resume to [detheridge@dallaserf.org](mailto:detheridge@dallaserf.org) No phone calls please.