



## Career Service Authority

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# Workers' Compensation Registered Nurse

### **GENERAL STATEMENT OF CLASS DUTIES**

Performs full performance work coordinating and managing the care of injured employees in conjunction with other workers' compensation staff and formulates and administers individual care plans that ensures injured employees receive appropriate care and services.

### **DISTINGUISHING CHARACTERISTICS**

This class performs full performance work coordinating and managing the care of injured employees. This class is distinguished from the Claims Adjustor II class that performs full performance level work involving the examination, development, and adjudication of liability claims against the City and adjudication of claims for compensation and medical services under Colorado Workers' Compensation Law.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

Performs no supervisory duties.

**ESSENTIAL DUTIES**

Conducts initial medical interview with an injured worker to obtain a general statement concerning the events surrounding the injury, explains medical information and general workers' compensation information, and refers injured workers to the appropriate resources for additional information.

Gathers information from physicians, health care providers, medical records, and test results in order to develop a nursing plan and provides the medical treatment plan to health care providers.

Collaborates with the workers' compensation adjusters and assists with the medical management of workers' compensation claims.

Provides on-going assessment of medical care, identifies obstacles to recovery, develops a plan of action, and focuses on returning an employee to work.

Prepares medical histories on injured workers, nursing options, and questions regarding medical reports and legal documentation in order to prepare for peer reviews, hearings, and/or other staffing conferences with workers' compensation staff.

Identifies community medical resources required for on-going medical care and coordinates the initiation of services.

Prepares written authorizations, denials, and informational letters to providers for requested services and procedures based on state timeframes for responses.

Interprets and applies State of Colorado Workers' Compensation guidelines including medical treatment guidelines to ensure proper utilization and coverage of services.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledge, & Skills:***

**Reading** - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Writing** - Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

**Self-Management** - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Interpersonal Skills** - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Oral Communication** - Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

**Problem Solving** - Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Planning and Evaluating** - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

**Decision Making** - Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Customer Service** - Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Technical Competence** – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

**Conflict Management** - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Integrity/Honesty** - Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Flexibility** – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with ambiguity.

**Information Management** – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

**Technology Application** – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

**Stress Tolerance** – Deals calmly and effectively with high stress situations.

Knowledge of nursing theory and applications sufficient to be able to perform a variety of nursing functions.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Carrying: transporting an object, usually by hand, arm, or shoulder.  
Feeling: perceiving attributes of objects by means of skin receptors.  
Fingering: picking, pinching, or otherwise working with fingers.  
Handling: seizing, holding, grasping, or otherwise working with hands.  
Reaching: extending the hand(s) and arm(s) in any direction.  
Standing: remaining on one's feet in an upright position.  
Talking: expressing or exchanging ideas by means of spoken words.  
Walking: moving about on foot.  
Lifting: raising or lowering an object 10 – 25 pounds.  
Accommodation: ability to adjust vision to bring objects into focus.  
Depth Perception: ability to judge distance and space relationships.  
Far acuity: ability to see clearly at 20 feet or more.  
Field of Vision: ability to see peripherally.  
Near acuity: ability to see clearly at 20 inches or less.

***Working Environment:***

Contact with patients under wide variety of circumstances.  
Exposed to unpleasant elements (accidents, injuries and illness).  
Occasional pressure due to multiple calls and inquiries.  
Subject to many interruptions.

***Education Requirement:***

Completion of a Nursing Education Program which satisfies the licensing requirement of the Colorado State Board of Nursing.

***Experience Requirement:***

Two years of professional nursing experience.

***Education/Experience Equivalency:***

BSN or Master degree in nursing may be substituted for one year of experience.

***Licensure and/or Certification:***

Possession of an active Colorado Registered Nurse license or permit at time of appointment with permit to be used only until a decision on licensure is made.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 02/21/2010

***ESTABLISHED BY:*** Patricia Anderson

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY*** This is a new class.