

## Workers Compensation – Veteran Fellow

**King County Organization:** Department of Human Resources



### Summary:

Apply your administrative and database skills as you learn about and gain experience in the workers compensation field. You will learn and be involved in investigation and adjudication practices of industrial injury claims, HIPAA compliance and LEAN process improvements. After an initial onboarding period, this part-time position will work onsite at King County's Administration or neighboring Chinook building on Mondays, Wednesdays and Fridays. The duration of this experience is six months with a possible extension. **Projected start date: May 2021**

### Job Duties and Learning Objectives:

*Applying equity and social justice principles is a daily responsibility and a foundational expectation for all King County employees. In this role you will apply equity and social justice principles that exemplify shared values, behaviors, and practices to all aspects of the work.*

#### JOB DUTIES TO PROMOTE LEARNING:

- Review, process and adjust medical invoices.
- Open a case file for incoming claims ensuring that the appropriate forms have been received and technical and legal requirements are met.
- Enter incidents and claims data filed by King County employees into computerized database
- Communicate with the Washington State Department of Labor and Industries on closures.
- Create and update credentials for vendors to electronically transmit medical and billing correspondence
- Create and update forms utilizing Word and Adobe Acrobat Pro.
- Draft correspondence to identify ability to option to offset disability benefits
- Maintain and ensure confidentiality of sensitive information in all forms (written, verbal and electronic)

#### LEARNING OBJECTIVES:

- Learn LEAN and implement small scale process and program improvements
- Develop business writing, editing, communication and collaboration skills in a government setting
- Learn basics of the Washington State Department of Labor and Industries workers' compensation
- Learn medical and legal terminology, practice and procedures
- Learn investigation and adjudication practices of industrial injury claims
- Learn how to create basic file structure within electronic files
- Learn about HIPAA compliance and obtain experience following HIPAA rules
- Enhance skills with basic office technology, various software and office equipment
- Enhance customer service skills, telephone and email etiquette
  - Tone, volume, communication (listening, restating, interpreting, inc.)

### Experience, Qualifications, Knowledge & Skills:

In addition to the qualifications described in the [current job posting](#), which are required for all Veteran Fellow positions, this Veteran Fellow opportunity also seeks:

- Experience with Microsoft Office 2010 and/or newer, especially Outlook, Word and Excel
- Organizational skills and attention to detail
- Capable of working independently in a busy work environment and cooperatively with a variety of individuals.

- Demonstrated ability to follow oral and written instructions, guidelines and processes.
- Knowledge of English language (proper grammar, usage and spelling)
- Oral and written communications skills
- Problem-solving and analytical skills
- Interpersonal skills
- Skill in the use of a personal computer and word-processing and data-management software
- Curiosity and desire to learn new systems and processes
- Customer support skills
- Ability to learn how to troubleshoot complex issues
- Ability to create short documents on processes or instructions
- Ability to update spreadsheets and complete paperwork

**It would be nice if you also possess one or more of the following, but not required:**

- Knowledge of Washington State Industrial Insurance laws and regulations
- Knowledge of medical and legal terminology, practice and procedures
- Knowledge of investigation and adjudication practices of industrial injury claims

### **Supplemental Information:**

When a position includes telecommuting, employees must reside in Washington state and within a reasonable distance to their King County worksite to respond to workplace reporting requirements. Please note that when an employee conducts work that is likely to bring them in contact with another individual, safety precautions are required by the department in alignment with the [Public Health Directive](#) from the Seattle & King County Public Health Officer.