

Tennessee Bureau of Workers' Compensation
Workers' Compensation Ombudsman

General Description:

The Workers' Compensation Ombudsman position is located in Nashville, Tennessee. The Ombudsmen will work with self-represented employers and employees to explain processes and procedures related to resolving disputed workers' compensation issues and will assist in connecting people with resources that may be helpful in their circumstance.

Responsibilities:

- Assist inquiring or referred parties to a workers' compensation claim, including providing forms, assistance with completing forms, explaining procedures, and informing them about the services offered by the Bureau and beyond.
- Prepare self-represented litigants for mediation process by explaining the role of mediator and the obligations and responsibilities of the self-represented litigants.
- Facilitate communication between the parties to a workers' compensation claim.
- Assist self-represented litigants (SRL) navigate the court of workers' compensation claims.
- Direct SRL to online resources and educational materials including the worker's compensation court policies and procedures, SRL handbook, TRACE, the TN Supreme Court website, the WC statute online, and WC rules and regulations.
- Maintain Excel spreadsheet to obtain and retain contact information from individuals who received assistance from the ombudsman program.
- Engage and participate in ongoing educational opportunities and public engagements.

Minimum Qualifications:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree AND experience equivalent to 2 years of full-time work in workers' compensation claims handling, conflict management, insurance or referral services.

Substitution of Experience for Education: Qualifying full-time increasingly responsible workers' compensation claim experience may be substituted for the required education on a year-for-year basis, to a maximum of four years.

Substitution of Education for Experience: Additional graduate coursework in legal administration, legal studies, or other acceptable field may be substituted for the required experience, on a year-for-year basis, to a maximum of two years.

Candidates must also be proficient in Microsoft Office, possess a valid motor vehicle operator's license with a safe driving record and be available for some travel and public speaking.

Spanish\English bilingual fluency is a plus.

Essential knowledge, skills, and abilities:

Competencies:

- Integrity and Trust
- Decision Quality
- Process Management
- Written Communication
- Action Oriented
- Listening

Knowledge:

- Customer and Personal Service
- Workers' Compensation claim management/claim handling

Skills:

- Critical Thinking
- Active Listening
- Service Orientation
- Speaking
- Time Management
- Active Learning / Self Learning
- Instructing

Abilities:

- Oral Comprehension & Expression
- Written Comprehension & Expression
- Problem Sensitivity
- Deductive & Inductive Reasoning
- Speech Clarity

Please respond with a resume and a copy of your certification or transcript by October 23, 2016 to:
April.Verdoni@tn.gov.

THE STATE OF TENNESSEE IS AN EQUAL OPPORTUNITY EMPLOYER