



## City of Kansas City, Missouri Job Class Specification

**Job Title:** DIVISION CHIEF- HEALTH & WELLNESS

**Department:** FIRE

**Job Code:** 3028

**Status:** NONEXEMPT

**Grade:** FM-3

### Summary

This position is responsible for the administrative, supervisory and technical work regarding the injury management of Kansas City MO Fire Department employees. This position is the main liaison between the employee and the worker's compensation health care providers.

### Duties and Responsibilities

- Manages the highest possible health care and injury management for employees
- Manages quality control over and quality assurance of all aspects of multimillion dollar health care contracts
- Mitigates legal and financial risk for KCFD, city and employees and maintains HIPPA compliance
- Provides continuous analysis of the efficacy of healthcare policies, procedures and practices as it relates to KCFD employees
- Manage and maintain relationships with internal and external stakeholders to create trust in delivery of care
- Manages systems necessary for fulfillment of healthcare goals and objectives
- Manages all aspects of KCFD health care support staff
- Creates dynamic strategies to resolve issues that arise related to employees, medical providers, and vendors
- Develop policies and procedures related to all aspects of KCFD health administration
- Manages and resolves issues related to employees, insurance companies, medical providers, associated boards and committees
- Ability to collect, evaluate, collate and distribute relevant information and data to appropriate parties to ensure best practices and results
- Provides guidance and direction to employees to ensure understanding of the complex processes associated with health care policies, work comp laws and related KCMO/KCFD procedures
- Provides advisory information to the City's Health Care Trust and Worker's Compensation Board

<b>Technical Skills</b>	<p>Thorough knowledge of:</p> <p>The principles and practices involved in instructing personnel in injury management process and the ability to apply this knowledge to specific training, policies, procedures and Directives.</p> <p>HIPPA, MO Worker's Compensation Law, Americans with Disabilities Act law (ADA), NFPA 1582, Health Care Provider Contracts and knowledge of Third-Party Administration Process.</p> <p>Ability to:</p> <p>Understand and follow oral and written instructions, react quickly and calmly under changing conditions, and display tact and judgement in making work decisions.</p> <p>Establish and maintain effective working relationships with other employees and the vendors contacted in the course of the work.</p>
<b>Education and Experience</b>	<p>Requires an accredited Bachelor's degree and four (4) years' experience in health care, worker's compensation, or health insurance industry.</p> <p>OR</p> <p>High school graduation and eight (8) years' experience in health care, worker's compensation or health insurance industry.</p>
<b>Supervisory Responsibility</b>	<p>Supervision is exercised over all assigned personnel.</p>
<b>Supervision Received</b>	<p>Work is performed under general supervision.</p>
<b>Created</b>	<p>12/2024</p>
<b>Revised</b>	