

Victim Compensation Manager

Location

60 South Main Street, Waterbury, VT 05676

Benefits

- Dental insurance
- Dependent care reimbursement
- Disability insurance
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Retirement plan
- Tuition reimbursement

Full job description

Job Summary

To coordinate and manage the Center's Victim Compensation and Sexual Assault Programs

Duties

- Plan, implement, supervise, coordinate, monitor, and evaluate all compensation program operations, functions and activities. Play a key role in developing and modifying operating policies, procedures and systems, in accordance with Center objectives and external regulatory requirements.
- Acquire and maintain a good working knowledge of State of Vermont financial software, as back up to the Finance/Grants Manager and in order to be able to supervise and assist with compensation payment processing.

- Supervise Claims Specialists: interview and advise on hiring; oversee/carry out training of new staff; confer regularly with staff to assign and review work, plan and coordinate activities, and assist with difficult or unusual problems or tasks; evaluate job performance. Participate in planning departmental staffing needs.

- Supervise the activities of the Office Manager with regard to assigned claims bill payment functions.

- Monitor all delegated claims processing operations. Review and approve major or unusual transactions.

- Track monthly claims spending, ensuring the program remains within budget. Assist in preparation of budget for submission to legislature.

- Plan, implement and administer appropriate recordkeeping and reporting systems, both manual and automated, related to assigned functions. Develop and maintain up-to-date operating policies and procedures manuals and similar operations guidelines.

- Prepare a variety of routine and special state and federal reports related to compensation program activities and operations for internal and external use.

- Prepare agendas for monthly Board meetings: determine claims requiring Board review/approval, review prepared claims summaries and compile statistical reports.

Serve as senior claims specialist, including: review and approve all new applications after initial investigation by staff is complete; interpret statutes and program policies/precedents as needed for unusual claims; carry out follow-up investigations on approved claims; verify eligibility of victim bills submitted on approved claims; record payments in files and database; supervise and assist as needed with the producing of quarterly letters to victims who have received compensation that quarter; assist as needed with all other regular Claims Specialists functions; review requests from victims' attorneys pertaining to civil or insurance settlements; determine whether the program should accept a reduced lien amount as payment in full, in collaboration with the Director of Victim Services or Executive Director.

- Work with State of Vermont entities, and appropriate stake holders to include victims, victim advocates, law enforcement personnel, health care providers, vendors, national organizations, and others outside the Center in carrying out assigned functions of the Victims Compensation Program.

- Confer regularly with the Director of Victim Services, Executive Director and other Center staff members to plan, coordinate and evaluate programs, activities and systems, exchange information, investigate and resolve problems, and so forth. As a member of the

Center's senior staff, participate in overall Center planning and evaluation efforts. Attend Board meetings.

- Track changes in statutes, regulations and guidelines pertinent to the compensation program; modify existing operating policies and systems as needed; keep staff informed of changes.
- Provide training and support for new Victim Advocates regarding claims eligibility and processing.

Experience

- Bachelor's degree in business, accounting or other pertinent discipline, plus three to four years of victim services experience, or a combination of education and experience from which comparable knowledge and skills are acquired.
- Knowledge of insurance claims and medical records desirable, as well as state and community social service and law enforcement agencies.
- Good administrative/organizational, supervisory and budget-management skills.
- Good writing, math and analytical skills.
- Pertinent training/experience with business computer software/hardware operations.
- Ability to represent the Center to and deal effectively with a wide range of individuals and organizations outside the Center, including victims, advocates, law enforcement agencies, state agencies, community social and health services, insurance companies, vendors, national organizations, and the like, including the ability to exercise a high level of tact and discretion regarding sensitive personal matters.

Job Type: Full-time

Pay: \$68,650.00 - \$71,500.00 per year

Benefits:

- Dental insurance
- Dependent care reimbursement
- Disability insurance
- Flexible spending account
- Health insurance

- Health savings account
- Life insurance
- Paid time off
- Retirement plan
- Tuition reimbursement

Schedule:

- 8-hour shift
- Monday to Friday

Ability to Relocate:

- Waterbury, VT 05676: Relocate before starting work (Required)

Work Location: In person