

# Crime Victims Compensation Bureau Supervisor

[Idaho Industrial Commission](#)

**Open for Recruitment:** October 6, 2016 – October 17, 2016

**Announcement #** 08920096088

**Salary Range:** \$23.00 - \$25.00 per hour DOE [-Plus Competitive Benefits!](#)

**Location(s):** Boise

**The Crime Victims Compensation Program of the Idaho Industrial Commission is seeking a full time Bureau Supervisor.**

**A Criminal background check must be completed prior to appointment with the Idaho Industrial Commission.**

## **General Information:**

The work involves exposure to violent and sexually explicit subject matter, 10% statewide travel, and as needed, represents the Crime Victims Compensation Bureau Chief at the national, state, and local level.

## **Responsibilities Include:**

Provides complex consultative and technical services to include program applicability and legal requirements to bureau staff, other governmental agencies, community organizations, and the general public; participates in program planning, development, training, and implementation; acts as a point of contact for Commission managers and other agency customers to ensure internal communication, teamwork, and efficient delivery of service. Represents the Bureau on committees, serves as liaison with other bureaus, federal, county, and city agencies and as needed, represents the Crime Victims Compensation Bureau Chief at the national, state, and local level.

Supervises Claims Examiners and clerical staff. Develops performance standards and expectations and evaluates, trains, motivates, and directs staff in achievement of these standards. This position is responsible for employee performance evaluations, employee relations, determining training needs, recommending training programs, and for interviewing and recommending hires. The Bureau Supervisor also acts as a resource to the Crime Victims Bureau Chief on personnel issues to include hiring and training of all assigned bureau staff.

Supports continuous improvement processes. Conducts quality assurance reviews and develops and implements process improvements to streamline claims processing times, procedures, and program effectiveness.

## **Minimum Qualifications:**

- Good knowledge of supervisory practices; program or project planning and implementation; and the dynamics of the victimization or psychological distress processes and programs
- Some knowledge of medical and psychological terminology, treatment plans and procedures; and medical and mental health billing processes and coding

- Experience interpreting and applying rules, policies and procedures; developing and evaluating policies and procedures; performing case management review and analysis using medical and/or psychological terminology
- Experience conducting and documenting fact finding interviews; quality assurance processes; and designing and delivering informational presentations to the public
- Problem-solving and conflict resolution skills

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