



The Ombuds facilitates resolution of issues involving injured workers of industrial insurance self-insured employers by responding to their complaints, concerns and questions in an impartial, efficient and timely manner. The Ombuds contributes to the improved operation of the Department of Labor & Industries through collaboration with the self-insurance program and by making recommendations based upon analysis of claim issues.

The [Ombuds for Self-Insured Injured Workers](#) operates independently, is appointed by the Governor and reports to the Director of the Department of Labor & Industries.

Role

- Continue an effective advocacy program for injured workers of self-insured employers.
- Develop a comprehensive and successful communication plan
- Maintain a referral process with L&I's self-insurance program for complaints by workers of self-insured employers
- Conduct extensive outreach to workers to increase their awareness of the services available to them
- Identify, develop and implement improvements to tools and techniques, as necessary, to be employed in reaching issue resolution
- Maintain a collaborative relationship between organizational entities

Key Responsibilities

- Act as an advocate for injured workers of self-insured employers
- Offer and provide information on industrial insurance as appropriate to workers of self-insured employers
- Identify, investigate and facilitate resolution of industrial insurance complaints from workers of self-insured employers
- Refer complaints to L&I when appropriate
- Gather and analyze claims issue data in preparation of an annual report and recommendations to the Governor and Legislature
- Performance management of staff (3)

The Office of the Governor is most interested in candidates who meet or exceed the following profile:

Training and/or experience in the following areas:

- Relevant experience with Washington industrial insurance including self-insurance workers compensation programs (required)
- The Washington legal system (required)

- Dispute or problem resolution techniques, including investigation, mediation and negotiation (required)
- Strong personal commitment to education, access and fairness for all Washington workers
- Significant experience and relevant education in the areas of workers' compensation (Title 51 RCW), other Washington laws (RCW) and rules (WAC), and public policy.
- Demonstrated track record of successful outreach and public awareness
- Training and experience in mediation, interest-based negotiating and dispute resolution
- Superlative communication and interpersonal skills and ability to work with a broad spectrum of people including injured workers, employers, medical and vocational providers, worker and employer representatives, legislators, department adjudicators and executives
- Judicial temperament and proven ability to handle high profile, contentious or emotionally-charged issues
- History of, and commitment to, maintaining professional confidentiality

Compensation

The Ombuds serves at the pleasure of the Governor and is exempt from civil service. Appointed person shall hold office for a term of 6 years. Maximum annual compensation depending on qualifications is \$92,352.

Application Procedure

Please send a letter of interest and detailed resume

Catthi Olson

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Department of Labor & Industries

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