WISCONSIN DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES
DIVISION OF LEGAL SERVICES AND COMPLIANCE

OPERATIONS PROGRAM ASSOCIATE

Position Summary

The Division of Legal Services and Compliance (DLSC) is responsible for the enforcement of the statutes and administrative rules that regulate business and healthcare professionals credentialed in Wisconsin, and provides legal, investigative audit and inspection services to the Department of Safety and Professional Services (DSPS) and the attached Boards.

Under the general supervision of the DLSC Administrative Supervisor, the person in this position: coordinates and manages the monitoring cases of credential holders disciplined for violations; performs supporting duties for the Monitoring and Professional Assistance Procedure (PAP) programs and provides support and miscellaneous tasks as directed by the supervisor.

This position performs independent decision making and task scheduling. Under demanding time constraints, this position is also required to produce accurate documents/file maintenance and maintain precise records for the monitoring program.

Goals and Worker Activities

55% A. Coordinate and manage the monitoring of credential holders who have been issued a Board or Department Order.

A1. Interpret and apply established guidelines and standards to objective and subjective evidence of record to determine monitoring required, compliance with disciplinary orders and completion of the monitoring program.

A2. Track reports, information and documents received regarding pending monitoring cases.

A3. Contact credential holders, employers, therapists, and other individuals, institutions, and facilities and request supplemental information as needed.

A4. Consult with professional agencies regarding limitations and conditions on credential holders.

A5. Review and analyze all monitoring reports, information and documents received regarding each credential holder and compliance with their monitoring program.

A6. Maintain and organize monitoring case files. Process and file all reports, information and documents received. Enter reports/information received in ICE.

A7. Process credential holders' petitions and review monitoring file to ensure all necessary materials have been received prior to the respective agenda deadline. Keep credential holder apprised of monitoring status.

A8. Perform file maintenance in ICE by entering various dates and text fields.

A9. Communicate with the Division of Policy Development, credential holders and their attorneys, if applicable, to arrange for appearances at upcoming board meetings. Follow-up with all parties to ensure an appearance time has been scheduled.

A10. Consult with Board monitoring liaisons as required regarding requests for approval, compliance status, suspensions and other issues when necessary.

A11. Answer inquires and provide information to the public, board liaisons, board attorneys, department staff, employers, treatment providers and other credentialing authorities regarding order compliance and monitoring status.

A12. Refer credential holders for possible violations of their disciplinary order for investigation and possible prosecution.

A13. Appear before the respective boards to present all relevant facts/information concerning the credential holder's compliance.

A14. Prepare documents and communicate information to various parties regarding actions taken by the boards and Department on credential holders.

40% B. Perform supporting duties for the Monitoring and PAP programs.

B1. Retrieve voicemail messages from main Monitoring/PAP phone line and forward to the appropriate Department staff person.

B2. Review and process incoming monitoring mail/paperwork each day and prioritize. Alert other monitors of urgent issues (requests, petitions, etc.).

B3. Enter new disciplinary orders and monitoring orders into the ICE system. Scan and publish all orders as required.

B4. Enter incoming mail into ICE. Report all instances of non-compliance (i.e. missing reports, delinquent costs or education, etc.) to the appropriate Department Monitor.

B5. When requested, under the direction of the Department monitors and/or the PAP Coordinator, follow-up with issues and inquires received via mail and telephone.

B6. File all Monitoring and PAP documents as requested by Department monitors and the PAP Coordinator.

5% C. Provide support and miscellaneous tasks as directed by the supervisor.

C1. Participate in meetings or on committees designed to improve new or revised procedures or policies.

C2. Perform other duties as assigned.

C3. Adhere to DSPS safety policies and procedures.

C4. Timely report accidents, "near misses" and maintenance items to the supervisor.

Knowledge, Skills and Abilities

- Ability to work independently and with others.
- Ability to exercise sound judgment and discretion.
- Ability to understand and interpret board and department orders.
- Ability to organize large quantities of information.
- Knowledge of the functions and procedures of regulatory boards and the DSPS.
- Effective written and oral communication techniques/skills.
- Knowledge of computer software and programs (i.e. Microsoft Office Suite, Internet Explorer, databases, etc.).
- Effective writing skills.
- Prioritization, organization, time management, problem-solving, and interpersonal skills.
- Skills in utilizing appropriate and sensitive discretion in dealing with difficult or confidential communications and situations.