

Human Resources Injury Compensation Technical Competency Model

Validation Date: August 2020



DEPARTMENT OF DEFENSE
DCPAS
Defense Civilian Personnel Advisory Service

THIS TECHNICAL COMPETENCY MODEL HAS BEEN VALIDATED AND APPROVED FOR INTEGRATION INTO THE HUMAN RESOURCES LIFECYCLE. THIS COMPETENCY MODEL SHOULD NOT BE USED FOR PERFORMANCE MANAGEMENT.

Comp ID	Competency Title	Competency Description
1.0	Injury Compensation Advisory	Provide advice and guidance consistent with Federal Employees' Compensation Act (FECA) legal and regulatory bases to provide customer service. Understand and apply the policies and procedures contained within the Department of Defense Instruction.
	Task Statements	1.A Apply knowledge of regulations in a manner that meets both the letter and spirit of the law supporting the regulation.
		1.B Advise on proper coding and corrections in time and attendance systems.
		1.C Apply knowledge of the impact of receipt of entitlements under FECA to other employee benefit entitlements.
		1.D Advise on access and disclosure of FECA claim information and records.
		1.E Identify FECA fraud, waste, and abuse and make necessary referrals.
		1.F Provides substantive comments on proposed new or changed legislation/policy.
2.0	Technology Applications/ Automation	Use emerging Injury Compensation technologies to accomplish program goals and objectives and to carry out work functions.
	Task Statements	2.A Assess the capabilities and limitations of federal personnel systems and make necessary recommendations.
		2.B Use any system applicable to accurately and efficiently accomplish assigned work according to user manual and functional system experts.
3.0	Organizational Advocacy	Maintain the vision, mission, responsibilities, and objectives of the program. Explain Injury Compensation claim management practices and serve as an advocate to assess the health of, and represent the interests of the program.
	Task Statements	3.A Recognize and value the critical importance of customer relations to claim management practices.
		3.B Understand the principles of organizational development and the role of an advocate.
		3.C Interact with customers in a way that ensures customer concerns and issues can be integrated with claim management practices.

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		3.D Anticipate customer needs and expectations, know when to refer situations needing attention to appropriate personnel.
		3.E Establish communication and/or feedback mechanisms with customers that provide accurate and valid data on customer needs.
		3.F Utilize advocacy skills to define issues and goals, gather and analyze, data and propose solutions to organizational issues.
		3.G Evaluate the impact of implemented solutions to the identified issues and adjust accordingly.