

CLASS SPECIFICATION



CLASS: Appeals Specialist
ALLOCATION: Health & Human Services
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA

ESTABLISHED: 1996
REVISED: April 2013

JOB SUMMARY:

Under direction, coordinate the appeal and complaint activities of the eligibility function; represent the Health and Human Services Department in administrative hearings; process requests for such hearings; review and clarify issues, interview claimants and prepare hearing documentation and perform related work as assigned. Successful performance of the work requires knowledge of the various program regulations and requirements so as to isolate and resolve issues and present reasonable outlines of the department's position in the hearing process.

This is a stand-alone specialist class in the eligibility social services class series

CLASS CHARACTERISTICS:

This position reports directly to Health & Human Services Program Manager. This class is distinguished from Program Specialist in that the latter focuses on program analysis and procedural development.

EXAMPLES OF DUTIES:

Essential:

- Log in requests for hearings and forward copies to the state agency responsible for such hearings.
- Review case files to determine timeliness of notices of action, identify actions taken and reasons for county actions, determine whether benefits were appropriately authorized and/or identify, and identifying evidence in the record which supports the action taken; summarize details and attempt to meet with clients regarding actions and clarify issues and reasons for appeal requests.
- Resolve disputes and settle cases with appellants prior to a hearing, if possible. If the client decides to pursue the appeal, research appropriate manuals, rules and regulations; detail the issue involved and pertinent history.
- Confer with operational staff regarding the specific case under appeal; obtain the most appropriate evidence to support the County's decision; prepare a departmental position statement.
- Prepare reports, evidence, hearing notes, correspondence and other written materials; make these materials available to the client seeking the hearing.
- Attend administrative hearings as County representative; present County's case before a neutral hearing officer; order subpoenas for witnesses; orally present the County's position; examine and cross-examine witnesses; present evidence; and explain the rules and regulations governing the County's actions.
- Receive the results of administrative hearings and determine the appropriate action to be taken by eligibility staff; issue corrective action notices to departmental staff summarizing issues, errors and corrective actions to be taken.
- Monitor County compliance with the hearing decisions and report County compliance to the State of California Department of Social Services.
- Participate in the planning, development, and evaluation of policies and procedures pertaining to assigned area; interpret, apply and explain rules, regulations, policies, procedures and laws to clients, the public, staff and in meetings.
- Organize own work and meet critical deadlines related to the hearing process.
- Maintain accurate records and files related to assigned work.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Read and interpret computer printouts and information on computer screens.
- Use standard office equipment, including a computer, in the course of the work.

EMPLOYMENT STANDARDS:

Knowledge of:

- Human services program and income maintenance program regulations, policies and procedures.
- Program eligibility requirements and rules and regulations for determining eligibility of all public assistance programs.
- Forms and office procedures used to determine eligibility of all public assistance programs.
- The State hearing process; administrative procedures relating to the appeal and hearing process.
- Computer applications related to human services work.
- Techniques for performing quality assessment regarding eligibility determinations.
- Techniques for interviewing and gathering information from a varied population.
- Business arithmetic.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Record keeping principles and practices.
- Business letter writing and the standard format for typed materials.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

Skill in:

- Investigating and making determinations regarding eligibility for various social services programs.
- Interpreting, applying and explaining complex rules, regulations, policies, procedures and technical information.
- Evaluating types of agency errors resulting in appeals and complaints and recommending training or policy modifications.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Using initiative and independent judgment within established procedural guidelines.
- Planning and directing the work of others.
- Communicating clear and accurate information regarding clients and decisions to hearing officers in both verbal and written form.
- Establishing, maintaining and researching client files.
- Interviewing and obtaining accurate information from a difficult client population.
- Making accurate arithmetic calculations.
- Preparing clear and accurate notes, reports, correspondence and other written materials.
- Entering data into a computer system with a sufficient speed and accuracy for performing the work.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, often when they are distraught or in high-stress situations.

Ability to:

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Add, subtract, multiply and divide accurately and identify the appropriate mathematical method or formula to solve a problem.
- Draw logical conclusions; make sound decisions and appropriate recommendations.
- Seek additional facts for handling unique problems.
- Establish and maintain effective working relationships with appellants, legal representatives, State officials, department staff others contacted in the course of the work.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen for prolonged periods of time; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the

work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Equivalent to high school graduation and five years of experience at a level equivalent to the County's class of Eligibility Technician I/II or Social Worker Employment I/II which includes at least one year as a Senior Eligibility Technician or Eligibility Supervisor.

PREFERRED: In addition to the minimum, at least one year (30 semester units) of college with coursework in a field related to social services and additional experience as an Eligibility Supervisor or Senior Eligibility Technician.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Health & Human Services Approval:
Suzanne Nobles
Date:

EEOC: F
WC: 8810.1

Human Resources Approval: Iva Seaberg
Date:

Signature: _____

Signature: _____