

Job Description

Detailed information on the job that you specified is provided below. If the 'Interest' link is active, you may submit an interest card for this position if desired.

Job Class Title Fair Hearing Officer

Under limited supervision, the Fair Hearing Officer coordinates public assistance client appeal and complaint activities in the Department of Social Services (or agency); represents the department in appeals on matters concerning eligibility for public assistance or in-home support services, including matters with the State on Fair Hearings and other complaints; reviews appeals and complaints and makes resolution recommendations based on findings to the Director; and performs other work as required.

General Description

Fair Hearing Officer is usually a single position class in the Department of Social Services responsible for the administration of the appeals and complaints program. The classification is equivalent to an Eligibility Worker III in the level of technical knowledge required to perform critical job functions, but differs in the specialized nature of the job functions assigned.

SUPERVISION EXERCISED AND RECEIVED

Incumbents in the Fair Hearing Officer classification receive supervision from an Eligibility Supervisor and/or Program Manager. The responsibilities of the Fair Hearing Officer may include the direct or indirect supervision of lower level staff.

Either

Minimum Qualifications

One (1) year of full-time experience in the Eligibility Worker III classification;

OR

Two (2) years of full-time experience in the Eligibility Worker II classification.

Desired Qualifications

Typical Duties:

Duties may include, but are not limited to, the following:

Work Performed

Receives request for Fair Hearing from the State, determines whether or not the appellant is eligible for aid pending the results of the hearing, and notifies appropriate eligibility unit.

Reviews appellant's eligibility case file to gather facts relating to issues being appealed and to determine whether or not the department's (agency's) actions

were in conformance with regulations

Researches applicable regulations and contacts the State for definitive interpretation on questionable issues.

When a departmental (or agency) error is evident, notifies appropriate eligibility staff and contacts appellant to explain findings and request conditional withdrawal of the hearing request.

Prepares written appeal and complaint reports setting forth the department's (agency's) position on the issues being appealed.

Represents the Director in presenting the County's case at hearings, subpoenas witnesses to appear at the hearing, and insures that necessary documents are available.

Reviews State decisions and, when appropriate, develops written justification for a re-hearing.

Forwards appeal and complaint decisions to eligibility unit for compliance; and monitors case to insure compliance within required timeframe.

Analyzes categories and frequency of departmental (agency) errors and misinterpretation of regulations; recommends staff training or policy changes as necessary.

Reviews general assistance appeals as requested, evaluates applicant or public assistance recipient complaints of discrimination.

Supervises record maintenance of appropriate controls for Fair Hearings and complaints.

Assigns and reviews case documentation and clerical work performed employees in support of Fair Hearing activities.

Represents the department (agency) at meetings and conferences.

Performs related duties as assigned.

Employment Standards

Knowledge of:

Basic regulations governing eligibility and grant determination for all public assistance programs.

Procedures for ineligibility determinations and continuing eligibility.

Effective and appropriate interviewing techniques for obtaining factual information.

Administrative procedures for the Fair Hearing process.

Methods for organizing and prioritizing work.

Office equipment, including the use of personal computers and automated systems used for client case management purposes.

Ability to:

Interpret and apply complex regulations, laws and directives pertaining to public assistance programs and the in-home support services program.

Present statements of fact, law and argument clearly and logically in both oral and written form.

Gather information through record examination, research and interviews, draw logical conclusions and make effective recommendations and sound decisions. Establish and maintain effective working relationships with appellants and their legal representatives, State officials, department (agency) staff and others contacted in the course of work.

Evaluate categories of departmental (agency) errors or regulatory or procedural misinterpretations resulting in appeals and complaints.

Recommend staff training or policy changes.

Assign, review and evaluate the work of subordinates assisting with the Fair Hearing Process.

Use a personal computer and automated system to enter and retrieve client and case data and generate reports as required.

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

**Other
Information**