

CLASS SPECIFICATION

Yuba County

April 2000

CLASS TITLE: Appeals Specialist

FLSA STATUS: Non-exempt

JOB SUMMARY:

Represents the Health & Human Services Department in administrative hearings; processes requests for such hearings; reviews and clarifies issues, interviews claimants and prepares hearing documentation; performs related work as assigned.

CLASS CHARACTERISTICS:

This is the specialist level in the paraprofessional eligibility worker class series. The incumbent is responsible for the processing of all administrative appeals, and for presenting the department's position regarding the decisions reached. 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 class is distinguished from Eligibility Supervisor in that the latter is the full supervisory class in this eligibility worker series.

EXAMPLES OF DUTIES:

Essential:

- Logs in requests for hearings and forwards copies to the state agency responsible for such hearings.
- Reviews case files and actions taken; summarizes details and attempts to meet with clients regarding actions and to clarify issues and reasons for appeal requests.
- If the client decides to pursue the appeal, researches appropriate manuals, rules and regulations; details the issues involved and pertinent history.
- Confers with operational staff regarding the specific case under appeal; obtains the most appropriate evidence to support the County's decision; prepares a departmental position statement.
- Prepares reports, evidence, hearing notes, correspondence and other written materials; makes these materials available to the client seeking the hearing.
- Represents the department and provides testimony at the administrative hearing.
- Receives the results of administrative hearings and determines the appropriate action to be taken by eligibility staff.
- Certifies that the County has complied with the hearing decisions.
- Organizes own work and meets critical deadlines related to the hearing process.
- Maintains accurate records and files related to assigned work.

Important:

- Reads and interprets computer printouts and information on computer screens.
- Uses standard office equipment, including a computer, in the course of the work.

QUALIFICATIONS:

Knowledge of:

Human services program and income maintenance program regulations, policies and procedures.
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.
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 rules, regulations, policies, procedures and technical information.
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.
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 sufficient speed and accuracy for performing the work.
Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

Ability/Physical Demands:

- Mobility to work in a typical office setting, use standard office equipment, and to drive a motor vehicle.
- Vision to read printed materials and a computer screen for prolonged periods of time.
- Hearing and speech to communicate in person or over the telephone.

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

Working Conditions:

- Generally a typical office setting.

Background: The minimum and preferred requirements for this position are described below:

Minimum: Equivalent to high school graduation and two years of experience at a level equivalent to the County's class of Eligibility Technician II.

Preferred: In addition to the above minimum, at least one year (30 units) of college with major course work in a field related to social services and at least three years of experience at a level equivalent to the County's class of Eligibility Technician II.

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.