

**CLASS TITLE:**

**APPEALS OFFICER**

**Class Code: 02823300**  
**Pay Grade: 30A**  
**EO: B**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To conduct impartial hearings for the Department of Social and Rehabilitative Services for the purpose of reviewing appeals from applicants or recipients in areas such as aid to the aged, blind and disabled, aid to families with dependent children, medical assistance, and food stamps; to formulate decisions based on the contents of such hearings; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the administrative supervision of the Director - Department of Social and Rehabilitative Services with wide latitude for the use of independent judgement; work is reviewed through consultations and written reports for consistency in interpretation and application of laws, policies, and regulations.

**SUPERVISION EXERCISED:** Usually none, but may supervise the work of clerical workers assigned to assist.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To conduct impartial hearings for the Department of Social and Rehabilitative Services for the purpose of reviewing appeals from applicants or recipients in areas such as aid to the aged, blind and disabled, aid to families with dependent children, medical assistance, and food stamps.

To make clear to the involved parties the procedures to be followed, the rights of the individuals, and the issues in question.

To actively participate in the hearings to ensure that all facts and policies in question are fully and openly discussed.

To be responsible for evaluating evidence and testimony presented by the plaintiff and/or his representatives and the representatives of the social agency in question, taking into consideration any social factors involved.

To be responsible for applying the appropriate law, rule, or policy to individual cases and render a decision, which may sustain, modify, or overrule the original decision made by the social agency.

To be responsible for composing written reports on each case containing the issues involved, the relevant facts brought forth at the hearing, the pertinent provisions in law and agency policy, the social factors present, and the reasoning which led to the decision.

To be responsible for preparing any correspondence necessary for the implementation of the decision.

To be responsible for being aware of any court decisions or changes in departmental, state, or federal law and/or policy which might effect the hearings procedure.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of agency, state, and federal laws, regulations, and policies as they pertain to the appeals procedure on determinations of aid to social welfare recipients; a working knowledge of the basic social case work principles, practices, and techniques and the ability to apply them effectively in rendering objective decisions resulting from the appeal process involving eligibility for social service programs; the ability to conduct impartial hearings; the ability to organize, analyze, and evaluate the facts presented at such hearings; the ability to maintain consistent interpretations and applications of agency, state, and federal laws, policies, and guidelines in

the area of social welfare; the ability to prepare clear written reports of the issues raised at each hearing, the critical provisions in law and policy, the social factors involved, and the reasoning leading to the decision; and related capacities and abilities.

**EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a college of recognized standing, including or supplemented by courses in social work and law; and

Experience: Such as may have been gained through: employment in a responsible decision-making position involving the application of laws, rules, and policies in the area of social service administration.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: September 2, 1973

Editorial Review: 3/15/03