

CLASS TITLE: SENIOR APPEALS OFFICER

Class Code: 02823200
Pay Grade: 32A
EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To conduct impartial administrative hearings for the Department of Human Services for the purpose of hearing formal complaints from applicants, recipients, vendors and other adversely affected parties in areas as Aide to Families with Dependent Children (AFDC), Medical Assistance (MA), Stamps, vocational Rehabilitation (VR), Services for the Blind and Visually Impaired (SBVI), Child Care, Pathways to Independence, Long Term Nursing Care (LTC), and Social Services; to issue final agency decisions based on the evidence and testimony presented at such hearings; to supervise and train other adjudicative officers, and those specifically deputized to conduct specialized types of hearings; to perform those administrative functions necessary to prioritize and schedule hearings within statutory and regulatory time parameters; and to do related work as required.

SUPERVISION RECEIVED: Works under the administrative supervision of the Associate Director of Legal Services, Department of Human Services, with wide latitude for the use of impartial and independent judgement; work is reviewed for consistency in interpretation and application of statutory and case law, duly promulgated regulations, and departmental policy.

SUPERVISION EXERCISED: To supervise and train other adjudicative officers and specially deputized appeals officers; to supervise the overall administration of the unit so as to docket and schedule appeals and allocate the workload among the adjudicative staff, and to supervise the work of the clerical support staff assigned to prepare the judicial opinions for signature and entry.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To conduct impartial administrative hearings for the Department of Human Services for the purpose of examining appeals from applicants, recipients, vendors, and other adversely affected parties in areas such as Aid to Families with Dependent Children (AFDC), Medical Assistance (MA), Food Stamps, Vocational Rehabilitation (VR), Services for the Blind and Visually Impaired (SBVI), Child Care, Pathways to Independence, Long Term Nursing Care (LTC), and Social Services.

To make clear to the parties involved in the hearing, (appellants, respondents, and defendants) the procedures to be followed, the rights of the individuals, and the issues in dispute.

To actively preside over the hearing to ensure that all facts at issue and policies in question are fully and openly discussed and made subject to cross-examination.

To be responsible to evaluate testamentary and documentary evidence presented by the appellant and/or his representative(s) and the representatives of the specific DHS Agency responsible for the actual or alleged adverse action, taken into consideration any social factors involved.

To be responsible for applying the appropriate law, regulation, rule, or policy to the individual cases and render a fair decision based on the facts presented which may sustain, modify, or overrule the original action made by the DHS Agency representatives(s).

To be responsible for crafting the final individual written decision on each case, citing the issues involved, the relevant facts brought forth into the record of hearing, the pertinent provisions of law and duly promulgated regulations, any social factors present, and the reasoning which led to the final agency decision.

To be responsible for preparing any correspondence necessary to implement the final agency ruling in each appeal.

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To be responsible for the initial and ongoing training and supervision of other appeals officers or other adjudicative staff.

To be responsible for the administrative control of the receipt docketing, and scheduling of complaints and requests for administrative hearings.

To be responsible for the preparation for the complete record of hearing pursuant to a complaint filed in Superior Court for judicial review of the final agency ruling, in accordance with the Rhode Island Administrative Procedures Act.

To be responsible to review any court decisions which might affect the appeals procedures, to review changes in Federal and State law which may modify the duly promulgated regulations or policy as they relate to the appeals process, and to implement any necessary changes in the appeals process to assure conformity with the changes made by statute or case law.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge federal, state, and agency laws, regulations and policies as they pertain to the appeals procedures on determinations of financial aid and other social services to public assistance recipients; a thorough knowledge of administrative law as it pertains to the hearing process so as to safeguard the rights of all the parties at hearings; a working knowledge of the basic social case work principles, practices, and techniques and the ability to apply them effectively in rendering objectives decisions resulting from the appeal process involving eligibility for public assistance programs; the ability to conduct impartial administrative hearings; the ability to organize, analyze, and evaluate the evidence presented at such hearings; the ability to maintain consistent interpretations and applications of agency state and federal laws, policies, and guidelines in the are of public assistance; the ability to prepare clear written decisions of the issues raised at each hearing, the critical provisions in law and policy, the social factors involved, and the reasoning leading to the final agency decision; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing, and supplemented by formal legal education in the appellate process and human services related fields; and

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

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

Class Created: May 15, 1994

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