. . . . . .

Class Specifications
for the Class:

PUBLIC WELFARE ADMINISTRATIVE APPEALS PROGRAM OFFICER
(PUB WELF ADM APPLS PRGM OFFCR)

**Class Distinguishers**:

Managerial Responsibility: Manages and directs the statewide Public Welfare Administrative Appeals program wherein applicants, recipients, and providers may formally appeal agency decisions regarding various public assistance and social service programs to an impartial administrative appeal body. The sole position in this class reports to the Director of Human Services and serves as a member of the director's management team which is involved in the development of long- and short-range departmental plans to fulfill the department's mission, goals, and objectives. This class also includes department-wide responsibility for overseeing the technical review of rules adoption, modification, and repeal.

Complexity: This class reflects responsibility for planning, organizing, managing, and directing the activities and operations of the statewide Public Welfare Administrative Appeals program and for conducting administrative appeal hearings. Decisions rendered by the position in this class and its subordinate hearings officers are final and binding unless overruled by a court of competent jurisdiction and may serve as precedents for the handling of similar cases by line staff and other hearings officers. The position in this class carries out the administrative functions of the program which include determining the methods and means by which appeals are conducted; developing operational procedures; preparing budget and expenditure plans; determining staffing requirements; establishing internal controls over work and staff; coordinating and evaluating program operations; and maintaining working relationships with the Attorney General's Office, Legal Aid Society, and other public interest organizations.

Supervisory Responsibility: Supervises subordinate hearings officers to insure the quality and consistency of decisions by providing consultation in the technicalities of the applicable precedents, laws, background problem cases, etc. Although decisions of lower level public welfare hearings officers are not subject to reversal by the incumbent of the position in this class, decisions are reviewed for the purposes of evaluating work performance. The position in this class also supervises clerical positions which provide various support activities such as

scheduling hearings, maintaining records, and transcribing hearings.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

Knowledge of: Administrative policies, procedures and methods relating to office management, budgeting, reporting and staffing; methods of providing on-the-job training and monitoring performance; statutes and guidelines governing administrative procedure and rules adoption, modification and repeal; governing laws, regulations, rules and policies pertaining to the Public Welfare Administrative Appeals program; principles of conducting quasi-judicial hearings; procedures and rules of evidence as they apply to quasi-judicial hearings; interviewing techniques; research methods and techniques; report writing; and principles and practices of supervision.

Ability to: Plan, organize, manage and direct the State Public Welfare Administrative Appeals program; establish operational policies, procedures, and standards; apply departmental administrative policies and procedures relating to budgetary and personnel matters; provide consultation to appeals officers regarding program regulations and legal or procedural aspects of hearings; supervise the work of others; establish and maintain effective working relationships with staff from the department and other public and private agencies; oversee the technical review of departmental rules adoption, modification and repeal; explain public welfare programs, laws, rules and regulations and precedent court decisions; communicate effectively orally and in writing; conduct quasi-judicial hearings; develop, analyze, correlate and evaluate evidence and facts; and compose logical and clear opinions.

**Examples of Duties**: *(The position may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Plans, organizes, manages and directs the statewide Public Welfare Administrative Appeals program.

2. Determines and implements methods, means, processes and procedures necessary to carry out program functions.

3. Prepares program plans, budget, and expenditure plan and justifies staffing requests.

4. Supervises a rules coordinator, hearings officers and clerical staff.

5. Makes case assignments and schedules work to insure timely decisions.

6. Provides consultation to hearings officers, including: keeping them informed of changes in laws, regulations, policies, precedent cases, and relevant court decisions.

7. Reviews transcripts and decisions prepared by subordinate hearings officers on a post audit basis to assess quality of work.

8. Evaluates job performance of subordinates and recommends appropriate personnel action.

9. Oversees the technical review of rules adoption, modification and repeal.

10. As a member of the department's management team, participates in the assessment, planning and delivery of support services to the divisions and assists in the development of long- and short-range plans to fulfill the department's mission, goals, and objectives.

11. Maintains communication with the Attorney General, Legal Aid Society and other public interest organizations.

12. Prepares reports and correspondence.

13. Conducts quasi-judicial hearings within the requirements of administrative procedures and rules of evidence and renders final written decisions to affirm, reverse or modify agency determination or actions.

14. Determines whether cases are within the scope of the hearings process.

15. Gathers records and insures that proper documents are present for cases being appealed to the courts.

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

This is the first specification for the new class PUBLIC WELFARE ADMINISTRATIVE APPEALS PROGRAM OFFICER (PUB WELF ADM APPLS PRGM OFFCR).

Effective Date: 2/1/92

DATE APPROVED: 4/16/96 /s/ Ann K. Kon
JAMES H. TAKUSHI
Director of Human Resources Development