



DHS-HEARINGS ADMINISTRATOR

CHARACTERISTICS OF WORK:

This is administrative and/or supervisory work of unusual difficulty with responsibility for coordinating fair hearings/appeals and administrative disqualification hearings initiated by clients and the agency. Incumbents are concerned with protecting applicants for or recipients of assistance or services against arbitrary action and/or inequitable treatment or disqualifications. Incumbents also coordinate hearings for recipients who have intentionally violated program rules and regulations and therefore are receiving benefits fraudulently. Work is performed within the framework of federal and state laws and regulations and agency policies and must be sufficient to withstand scrutiny by the appropriate court. Supervision is received from an administrative superior.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Juris Doctorate from an accredited School of Law;

AND

Experience:

Two (2) years of experience in a professional, administrative capacity in a human services agency.

OR

Education:

A Master's Degree from an accredited four-year college or university in Social Work;

AND

Experience:

Three (3) years of experience in a professional, administrative capacity in a human services agency.

OR

Education:

A Master's Degree from an accredited four-year college or university in Political Science, Public Administration, Business Administration, or a directly related field;

AND

Experience:

Four (4) years of experience in a professional, administrative capacity in a human services agency.

OR

Education:

A Bachelor's Degree from an accredited four-year college or university in Social Work, Political Science, Public Administration, Business Administration, or a directly related field;

AND

Experience:

Five (5) years of experience in a professional, administrative capacity in a human services agency.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Accountability: Accepts responsibility for actions and results.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

TECHNICAL COMPETENCIES:

Critical Thinking: Analyzes a problem or situation and identifies solutions based on a logical reasoning process.

Analyzes supportive data and makes determination as to acceptance or rejection of requests for hearings. Identifies and evaluates alternative solutions. Constructs logical arguments in support of specific positions. Applies principles of professional ethics to specific factual situations.

Information Management: Identifies a need for and knows where or how to gather information; organizes and maintains information.

Gathers evidence and ascertains facts. Obtains information pertinent to requests.

Professional Judgment: Possesses the ability to interpret and discuss technical literature and apply concepts appropriately to the designated task.

Exercises considerable judgment in the application of the appropriate guidelines to a variety of factual situations and data elements. Conducts hearings of a particularly complex nature in accordance with federal and state laws regarding due process, evidence, and procedures. Receives and reviews hearing requests.

Technical Communication: Effectively conveys information through writing or speech about a specific topic to an intended audience.

Answers questions orally and in writing from claimants and other parties pertaining to hearings policies and procedures. Communicates with legal representatives of clients, agency departmental representatives, and other personnel.

Technical Competence: Uses knowledge that is acquired through formal education and training or extensive on the job experience to perform one's job; advises others on technical issues.

Reviews proposed policy changes regarding hearings and hearings procedures. Provides orientation and training for all new personnel within the Administrative Hearings/Appeals Section. Prepares status reports for Board review and other required federal and state reports. Develops and monitors objectives of the Administrative Hearings/Appeals Section. Assigns cases to Administrative Hearings Officers.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Conducts and/or coordinates fair hearings/appeals and administrative disqualification hearings initiated by clients and the agency.
2. Develops and/or reviews laws, policies, regulations, objectives, and recommendations related to the program.

3. Communicates effectively with clients, agency personnel, and other interested parties.
4. Supervises employees within the Office of Administrative Hearings.
5. Completes special assignments as requested by Division Director and other agency personnel.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Receives and reviews fair hearings requests from clients and administrative disqualification hearing requests from the agency.

Analyzes supportive data and makes determination as to acceptance or rejection of requests for hearings.

Assigns cases to Administrative Hearings Officers for review.

Communicates with legal representatives of clients, agency departmental representatives, and other personnel to obtain information pertinent to requests.

Reviews recommendations of Administrative Hearings Officers to ensure conformity and proper application of laws and regulations.

Answers questions orally and in writing from claimants and other parties pertaining to hearings policies and procedures.

Reviews proposed policy changes regarding hearings and hearings procedures to ensure compliance with laws and regulations.

Conducts hearings of a particularly complex nature in accordance with federal and state laws regarding due process, evidence, and procedure.

Reviews and remains abreast of all laws, regulations, and policies applicable to the programs administered by the agency.

Provides orientation and training for all new personnel within the Administrative Hearings/Appeals Section.

Prepares status reports for Board review and other required federal and state reports.

Develops and monitors objectives of the Administrative Hearings/Appeals Section.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.