

## SUPERVISOR OF FAIR HEARINGS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class directs the activities of the Fair Hearings Unit, a division within the Department of Social Service's Office of Program Integrity. Responsibilities include the evaluation of client appeals, preparation and presentation of cases to a Fair Hearings Officer, and providing legal assistance about Fair Hearings processes and procedures related to litigation to the County Attorney. Supervision is exercised over a number of professional, eligibility and clerical support employees. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Supervises Eligibility Examiners in researching, preparing and presenting cases to the Hearing Officer; directs Eligibility support staff in gathering all automated case notes, as needed;

Evaluates client appeals to determine validity of agency action and confers with assigned Eligibility staff as needed;

Recommends reversal of decisions in those appeals where denial was not warranted;

Researches law and gathers all relevant data in those cases where denial is upheld; represents the department's handling of the case and actions taken before the Fair Hearings Officer, as needed;

Assists the County Attorney in those cases in which litigation against the County results; directs staff in gathering relevant case materials, and reviews same with appropriate assigned eligibility staff; as needed;

Stays abreast of changes in Social Service Laws and regulations; with approval, disseminates materials related to area of assignment throughout the Temporary Assistance division to keep them abreast of changes and modifications to same;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as needed.

### FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of eligibility criteria for all Social Services programs; thorough knowledge of applicable Social Services laws, policies and regulations; thorough knowledge of relevant case law; ability to plan, direct and evaluate the performance of assigned professional and clerical personnel; ability to identify and gather pertinent facts and draw realistic conclusions; ability to define issues clearly; ability to communicate effectively in advisory proceedings; ability to communicate effectively both orally and in writing; ability to use automated systems such as spreadsheets, word processing, calendar, email and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; initiative; sound professional judgment; tact; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from a recognized college or university with a Bachelor's Degree\* and five years experience where the primary function of the position was determining categorical classification and eligibility for temporary assistance benefits, two years of which must have in a supervisory capacity.

SUBSTITUTION: A Master's Degree\* may be substituted for the above experience at the rate of 30 credit\* hours per year for up to two years. There is no substitute for the two years of supervisory experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.