

ASSISTANT SUPERVISOR OF FAIR HEARINGS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision and located in the Fair Hearings Unit of the Department of Social Service's Office of Program Integrity, an incumbent of this class is responsible for the evaluation of client appeals and the preparation and presentation of cases to a Fair Hearings Officer. Supervision is exercised over professional, eligibility and clerical support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises the research, preparation and presentation of cases to the Hearing Officer; ensures that reports are consistent with established guidelines;

Supervises Eligibility support staff in gathering all automated case notes; ensures staff is following established protocols, and assists in troubleshooting database management issues;

Evaluates client appeals to determine validity of agency action, makes recommendations to supervisor;

Presents the department's stance at formal hearings before the Fair Hearings Officer;

Recommends reversal of decisions in appeals where denial can be upheld and researches law and gathers data in those cases for reversal proceedings;

Develops and maintains appropriate operational control systems;

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of eligibility criteria for all Social Services programs; good knowledge of all applicable Social Services laws, regulations and policies; good knowledge of relevant case law; 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 supervise the work of others; ability to communicate effectively in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; good professional judgment; tact; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and three years of experience where the primary function of the position was determining categorical classification and eligibility for temporary assistance benefits, one year of which must have in a supervisory capacity.

SUBSTITUTIONS: 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 one year of specialized experience.

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