

**Lane Council of Governments  
Job Classification**

<b>Job Title:</b>	<b>Hearings Specialist</b>	<b>FLSA Status:</b>	<b>Exempt</b>
<b>Division:</b>	<b>Senior &amp; Disabled Services</b>	<b>Range:</b>	<b>15</b>
<b>Reports To:</b>	<b>Program Supervisor</b>	<b>Last Revised:</b>	<b>August 2000</b>

**General Statement of Duties**

Represents the agency in administrative hearings processes for Title XIX Financial and Service programs for clients appealing decisions made by S&DS staff.

**Supervision Received**

Work is performed under general supervision, and work performance is evaluated through periodic checks and through the adequacy and timeliness of services provided and results accomplished. When it is proposed that agency decisions will be changed, consultation with appropriate supervisors is expected.

**Supervision Exercised**

None.

**Resource Responsibility**

Minimal responsibility for monetary or human resources. Includes final decisions or recommendations regarding correct use of resources with only general checks for reasonableness of actions. Decisions are made within policy guidelines.

**Essential Job Functions**

Represents all S&DS offices in hearings processes when clients appeal decisions made regarding Title XIX financial benefits and services. This includes scheduling and conducting pre-hearing conferences with clients and agency staff; thoroughly evaluating prior agency actions and current options and obligations; evaluating evidence, noting contradictions and inconsistencies and developing strategies for resolving them; frequently developing more evidence, including medical and psychological reports; writing pre-hearing summaries and assembling and mailing evidence packets; presenting S&DS's arguments and evidence and questioning witnesses in hearings; assuring that hearing orders are promptly and properly executed.

Maintains up-to-date knowledge of agency, state and federal rules, regulations, policies and procedures; reviews manual releases and/or memos (on-line or in hard copy form) for accurate processing; obtains clarifications as needed. Has a working knowledge of SSA regulations for evaluating impairment severity.

Works closely with AFS Hearings Officers, Lane County Law and Advocacy Center staff, medical professionals, service providers, family members and other involved parties.

Maintains accurate records that provide for proper evaluation of hearings case actions and position effectiveness. Prepares required reports and correspondence.

Helps identify areas where individual or group corrective actions are needed. Concerns are communicated to appropriate individuals and supervisors.

Attends S&DS meetings, and local and state training regarding policy and procedure.

### **Other Job Functions**

When time can be made available from hearings duties, makes GA impairment decision recommendations for our Medical Review Team.

Performs other duties as assigned, including backup of essential functions in times of heavy absences or work overload.

### **Working Conditions**

The work is performed primarily indoors and requires hand/eye coordination in the operation of office equipment. Work involves some exposure to angry clients.

This position serves S&DS offices in Eugene, Springfield, Cottage Grove, and Florence and requires periodic travel to each site. It is also sometimes necessary or advantageous to meet with clients in their homes.

### **Knowledge, Skills, and Abilities**

Knowledge of client assessment techniques, and the skills and ability to apply this knowledge in the completion of a comprehensive assessment of a client's functioning, resources and needs.

Knowledge of service plan development, and the skills and ability to apply this knowledge in the development of a comprehensive and safe plan to meet a client's needs.

Considerable knowledge of issues, problems, and concerns of senior citizens and people with disabilities.

Knowledge of legal requirements, standards, regulations, policies and procedures related to programs administered on behalf of clients.

Considerable knowledge of community resources and services for the elderly and disabled.

Considerable knowledge of medical terminology, anatomy and physiology, disease processes, and associated care needs.

Ability to communicate effectively with other employees, clients, representatives of clients, representatives of other agencies, physicians, nurses, other medical providers and the general public, using tact, courtesy and good judgment.

Ability to establish and maintain effective working relationships with other employees, clients, representatives of clients, representatives of other agencies, physicians, nurses, other medical providers and the general public.

Ability to educate clients, clients' representatives and/or family members, medical providers and others regarding care options and the importance of client choice.

Knowledge of legal requirements regarding guardianships, conservatorships, powers of attorney, advance directives and related matters.

Requires strong interpersonal and problem solving skills, and the ability to resolve conflicts effectively.

Skills and ability to respond and work effectively with angry and hostile clients, client representatives and service providers.

Ability to work with: (1) individuals who abuse alcohol and/or drugs, (2) individuals who are non-compliant with medical treatment.

Ability to maintain accurate, up-to-date records and to prepare reports.

Ability to work with accuracy and attention to detail.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to work in a fast-paced environment, to manage a high volume of work, and to set priorities in order to meet deadlines.

Ability to operate a networked personal computer and other standard office equipment, such as a calculator, fax machine and photocopier.

Ability to physically perform assigned duties.

### **Education and Experience**

Bachelor's degree in social work or a related field and three years of progressively-responsible experience working in human service programs, preferably with the elderly or disabled, or any combination of education and experience that provides the applicant with the knowledge, skills, and ability required to perform the job.

**Licenses, Certificates, and Other Requirements**

Valid Oregon State driver's license or the ability to obtain reliable transportation to various sites within Lane County.