

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES:**

Human Services Hearing Officer

**SERIES NO.:**

6397

**MAJOR AGENCIES:**

Job &amp; Family Services only

**EFFECTIVE DATE:**

06/15/2014

**SERIES PURPOSE:**

The purpose of the human services hearing officer occupation is to preside over adjudicative hearings & ensure due process of persons appealing any action concerning implementation &/or delivery of human services programs as administered &/or supervised by Ohio Department of Job & Family Services or its designees.

At the first level, incumbents assist higher-level hearing officers research, interpret or provide technical opinion & apply rules & regulations for preparation of adjudicative hearings.

At the second level, incumbents preside over adjudicative proceedings & issue recommended decisions.

At the third level, incumbents plan, direct & coordinate state hearing activities & supervise human services hearing officers within an assigned district.

At the fourth level, incumbents manage statewide human services hearing process & supervise lower-level human services hearing supervisors & administrative/clerical support staff.

**Glossary:** The following term is to be interpreted as follows whenever it appears in the document.

**Routine Hearings:** Hearings that do not involve title iv-e, Medicaid, child support or intentional program violations. Medicaid spend-down & aid to dependent children hearings are also considered routine.

**JOB TITLE**

Human Services Hearing Officer 1

**JOB CODE**

63971

**PAY GRADE**

32

**EFFECTIVE**

10/11/1998

**CLASS CONCEPT**

The developmental class works under general supervision & requires working knowledge of legal research methods & adjudicative hearing procedures in order to assist higher-level hearing officers research, interpret or provide technical opinion & apply federal &/or state rules & regulations &/or terms of partnership agreements in preparation for adjudicative hearings and draft recommended decisions.

**JOB TITLE**

Human Services Hearing Officer 2

**JOB CODE**

63972

**PAY GRADE**

33

**EFFECTIVE**

03/07/2004

**CLASS CONCEPT**

The full performance level class works under direction & requires considerable knowledge of legal practices & procedures, federal & state laws, rules & regulations, research methods, court decisions, terms of partnership agreements applicable to human services programs & adjudicative hearing process & procedures in order to preside over hearings & ensure due process to persons appealing any action regarding implementation &/or delivery of human services programs as administered &/or supervised by Ohio Department of Job & Family Services &/or agency designees & write recommended hearing decisions based upon testimony, evidence & applicable program regulations & state & federal laws.

**JOB TITLE**

Human Services Hearing Supervisor

**JOB CODE**

63975

**PAY GRADE**

14

**EFFECTIVE**

06/15/2014

**CLASS CONCEPT**

The supervisory level class works under direction & requires advanced knowledge of federal & state laws, rules & regulations & court decisions applicable to human services programs & adjudicative hearing process & procedures in order to plan, direct, coordinate, & evaluate state hearing activities, issue final hearing decisions, & supervise human services hearing officers & administrative/clerical support staff.

**JOB TITLE**

Human Services Hearing Manager

**JOB CODE**

63976

**PAY GRADE**

16

**EFFECTIVE**

02/28/2010

**CLASS CONCEPT**

The managerial level class works under administrative direction & requires extensive knowledge of adjudicative hearing processes & procedures, federal & state laws, rules regulations, court decisions & partnership agreements applicable to human services programs in order to manage statewide human services hearing process & supervise lower-level human services hearing supervisors & administrative/clerical support staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Human Services Hearing Officer 1	63971	14	10/11/1998	32

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Researches, interprets or provides technical opinion & applies federal &/or state rules & regulations &/or terms of partnership agreements to assist higher-level hearing officers when preparing for adjudicative hearings & drafts recommended decisions.

Travels statewide to assist higher-level human service hearing officers within different districts as needed; reviews records in preparation for hearings; interviews witnesses, appellants, attorneys, general public & county staff & explains & interprets hearing procedures; schedules data, time & location of hearings; presides over routine adjudicative hearings as assigned by higher-level human services hearing officer' assesses credibility of witnesses & testimony; drafts recommended hearing decisions setting forth issues; findings of fact, conclusions of policy & final resolution of appeals or compliance; documents instructions for necessary corrective action or resolution of issues through mediation as assigned by higher-level human services hearing officer & keeps informed of legal issues affecting agency policies, operations &/or procedures.

Responds to inquiries & correspondence from appellants, county agencies, attorneys, general public; interprets or provides technical opinion concerning rules, regulations, partnership agreements & policies & procedures for counties; operates personal computer to generate reports of findings; organizes & prepares hearing records & attends conferences, meetings, training sessions & workshops.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of legal & adjudicative hearing practices & procedures, research methods, federal & state laws, rules, regulations & court decisions applicable to human services programs\*; interviewing; public relations. Skill in operation of personal computer & software (e.g., mainframe & desktop databases; spreadsheets; wordprocessing)\* & office equipment (e.g., tape recorder, photocopier, speaker/conference telephone, facsimile machine, electronic calculator & teleconference/telecommunication equipment)\*. Ability to research, interpret & apply technical material, federal & state statutes, rules, regulations & procedures; access & research information on internet; write recommended hearing decision consistent with findings of fact; handle sensitive inquiries from & contacts with attorneys, witnesses, appellants, hearing participants, government officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core coursework in behavioral/social science, humanities or business administration; 2 yrs. exp. with human services programs, policies & procedures.

-Or admission to Ohio Bar per Section 4705.01 of Revised Code; 12 mos. exp. with human services programs, policies & procedures.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Employees hired based on admission to Ohio Bar must complete 24 credit hours of continuing legal education from accredited programs for applicable two year reporting period pursuant to rule X of rules of government of Bar of Ohio & current certificate of registration pursuant to rule VII of rules of government of Bar of Ohio.

**UNUSUAL WORKING CONDITIONS:**

Requires travel which may include overnight stay; may be exposed to persons acting hostile or irate; may be required to occasionally conduct hearings in private residence or confined facilities; may be exposed to infectious diseases.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Human Services Hearing Officer 2	63972	14	03/07/2004	33

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Presides over adjudicative hearings (e.g., administers oaths; enforces attendance & testimony or witnesses; examines & cross examines witnesses; evaluates evidence & applies preponderance of evidence & clear & convincing evidence standards; rules on motions/objections) by teleconference or in person in designated facilities or remote locations & ensures due process to persons appealing any action concerning implementation &/or delivery of human services programs as administered &/or supervised by Ohio Department of Job & Family Services &/or agency designees, applies & interprets or provides technical opinion concerning federal &/or state rules, regulations, court decisions &/or terms of partnership agreements & issues recommended decisions setting forth issues, findings of fact, conclusions of policy & final resolution of appeals or compliances including instructions for necessary corrective action or resolution of issues through mediation.

Travels statewide to districts as needed; researches applicable program regulations &/or state & federal laws, court decisions & partnership agreements; reviews case records & interprets policies & procedures including those applicable to other state agencies (e.g., Ohio Departments of Aging & Mental Retardation & Developmental Disabilities) in preparation for hearings; trains lower-level hearing officers to preside over appeals & apply relevant laws, rules & procedures; drafts recommended decisions; issues decisions in absence of supervisor; interviews witnesses, appellants, attorneys, general public, county staff & explains & interprets hearing procedures on program policies; schedules date, time & location of hearings; arranges for appearance of all participants; keeps current on legal issues affecting agency policies &/or procedures.

Responds to inquiries & correspondence from appellants, county agencies, attorneys & general public; interprets or provides technical opinion concerning rules, regulations, decisions & partnership agreements & policies & procedures for counties; prepares monthly reports; operates personal computer or word processor to generate findings & reports; attends conferences, meetings, training sessions & workshops.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of legal & adjudicative hearing practices & procedures, research methods, federal & state laws, rules, regulations & court decisions applicable to human services programs; adjudicative hearing process & procedures; interviewing; public relations. Skill in operation of personal computer & software (e.g., mainframe & desktop databases; spreadsheets; wordprocessing) & office equipment (e.g., tape recorder, photocopier, speaker/conference telephone, facsimile machine, electronic calculator & teleconference/telecommunication equipment)\*. Ability to define issues, elicit testimony & evidence, assess credibility of witnesses; research, interpret & apply technical material, legalese, federal & state statutes, rules, regulations & procedures; access & research information on internet; write recommended hearing decision consistent with findings of fact; handle sensitive inquiries from & contacts with attorneys, witnesses, appellants, hearing participants, government officials & general public; originate & prepare hearing records & reports.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

12 mos. exp. as Human Services Hearing Officer 1, 63971.

-Or completion of undergraduate core coursework in behavioral/social science, humanities or business administration; 3 yrs. exp. with human services programs, policies & procedures; 1 course or 3 mos. exp. in operating word processor or personal computer.

-Or admission to Ohio Bar per Section 4705.01 of Revised Code; 12 mos. exp. with human services programs, policies or procedures; 12 mos. exp. in originating business correspondence &/or technical reports; 1 course or 3 mos. exp. operating word processor or personal computer.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Employees hired based on admission to Ohio Bar must complete 24 credit hours of continuing legal education from accredited programs for applicable two year reporting period pursuant to rule X of rules of government of Bar of Ohio & current certificate of registration pursuant to rule VII of rules of government of Bar of Ohio.

**UNUSUAL WORKING CONDITIONS:**

Requires travel which may include overnight stay; may be exposed to persons acting hostile or irate; may be required to occasionally conduct hearings in private residences or confinement facilities; may be exposed to infectious diseases.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Human Services Hearing Supervisor	63975	EX	06/15/2014	14

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Plans, directs, coordinates, & evaluates state hearing activity (e.g., monitors unit production; coordinates & oversees scheduling process; resolves conflicts within hearing process involving other agencies, departmental bureaus/sections, county agencies, appellants & their representatives/advocates) & supervises human services hearings officers & administrative /clerical support staff.

Reviews & approves recommended decisions & compliance as prepared by human services hearings officers to ensure accuracy of application of human services programs, hearing policy & adjudication hearing process; issues decisions as hearing authority; interprets (i.e., only if licensed attorney) or provides technical opinion concerning federal & state laws, rules & regulations; presides over adjudicative hearings of very sensitive/complex appeals; prepares & delivers training to human services hearing officers & administrative/clerical staff.

Prepares reports & correspondence regarding hearing activities; operates personal computer & associated software applications to generate findings & reports; issues administrative subpoenas; provides training to county staff in state hearing process; attends management meetings, conferences & training seminars to keep abreast of current policies & procedures related to issues under appeal; consults with other bureau/section chiefs regarding confusing, complex &/or unclear policies; acts as liaison with attorneys, witness, appellants, hearing participants, government officials & general public to handle routine & sensitive inquiries.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of federal & state laws, rules, regulations & court decisions applicable to implementation &/or delivery of human services programs; adjudicative hearing process & procedures; interviewing; public relations; supervisory principles/techniques\*. Skill in operation of personal computer & software (e.g., mainframe & desktop databases; spreadsheets; word processing) & office equipment (e.g., videoconferencing; tape recorder; photocopier; speaker/conference telephone; facsimile machine; electronic calculator; teleconference/telecommunication equipment). Ability to deal with large number of variables & determine specific course of action relative to district hearing activities; access & research information on internet; define issues, elicit testimony & evidence; assess credibility of witnesses; research, interpret & apply applicable technical material, rules & procedures, legalese & federal & state statutes; write hearing decision/recommendation consistent with findings of fact; handle sensitive inquiries from & contacts with attorneys, witnesses, appellants, hearing participants, government officials/representatives, employees & general public; originate & prepare complex decisions & reports; prepare & deliver training; establish productive atmosphere as supervisor. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, developing staff & others, fostering team development, directing & measuring work, informing, making effective decisions, managing priorities, managing change, navigating organizational politics, cultivating vision & purpose, & thinking strategically.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Admission to Ohio Bar per Section 4705.01 of Revised Code; 3 yrs. exp. in presiding over adjudicative hearings; 1 course or 3 mos. exp. operating word processor or personal computer;

OR

Prior employment as hearing authority per Section 5101.351 of Ohio Revised Code; 3 yrs trg or 3 yrs exp. in presiding over adjudicative hearings; 1 course or 3 mos exp operating word processor or personal computer.

OR Completion of undergraduate core coursework in behavioral/social science, humanities or business administration; 3 yrs. exp. with formulation, implementation and interpretation of human services or employment services programs, policies and procedures; 3 yrs. trg. or 3 yrs. exp. in presiding over adjudicative hearings; 1 course or 3 mos. exp. operating word processor or personal computer.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Employees hired based on admission to Ohio bar must complete 24 credit hours of continuing legal education from accredited programs for applicable two year reporting period pursuant to rule X of rules of government of Bar of Ohio & current certificate of registration pursuant to rule VII of rules of government of Bar of Ohio.

**UNUSUAL WORKING CONDITIONS:**

Requires travel, which may include overnight stay; may be exposed to persons acting hostile or irate.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Human Services Hearing Manager	63976	EX	02/28/2010	16

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Manages statewide human services hearing process (e.g., resolves conflicts within hearing process involving other state agencies, departments, county agencies, appellants & their representatives; analyzes & interprets federal & state laws, rules, regulation, court decisions & partnership agreements governing programs administered by department of job & family services &/or agency designee; monitors hearings to ensure compliance with mandated procedures; formulates & directs implementation of hearing program policy, procedures, goals & objectives; confers with human services hearing supervisors to improve efficiency & productivity; develops budget & monitors fiscal compliance) & supervises human services hearing supervisors & administrative/clerical support staff.

Advises & directs approval of recommended decisions submitted by county &/or state agencies; develops & oversees implementation of adjudication hearing procedures; approves decisions as hearing authority; writes &/or directs state hearing policy & filing of corresponding administrative rules; interprets writing of regulations & policies; provides technical advice &/or directs provisions of technical consultative assistance to agency deputy director & government administrators (e.g., county officials, commissioners, directors of county departments of job & family services, child support enforcement & child services agencies, elected state & federal officials) & plans, directs & delivers training to human services hearing supervisors.

Issues written instructions, interpretations & clarifications; conducts &/or directs informal meetings & conferences with client advocates; operates personal computer to research & generate findings & reports; attends management meetings, conferences & training seminars to keep informed of current policies & procedures related to issues under appeal; maintains logs, records & files & handles sensitive inquiries from attorneys, witnesses, appellants, hearing participants, government officials & general public.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of federal & state laws, rules, regulations & court decisions applicable to human services programs; budget procedures; adjudicative hearing process & procedures; interviewing; public relations; supervisory principles/techniques; program management. Skill in operation of personal computer & software (e.g., mainframe & desktop databases; spreadsheets; word processing) & office equipment (e.g., video conference; tape recorder; photocopier; speaker/conference telephone; facsimile machine; electronic calculator; teleconference/telecommunication equipment). Ability to deal with large number of variables & determine specific course of action for statewide hearing activities; access & research information on internet; develop & manage program policies; write & oversee legal & technical documents; handle sensitive inquiries from attorneys, witnesses, appellants, hearing participants, government officials & general public; prepare & deliver speeches before specialized audiences. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, developing staff & others, fostering team development, directing & measuring work, informing, making effective decisions, managing priorities, managing change navigating organizational politics, cultivating vision & purpose, & thinking strategically.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Admission to Ohio Bar per Section 4705.01 of Revised Code; 3 yrs. exp. in presiding over adjudicative hearings; 12 mos. exp. or 12 mos. trg. in supervisory principles/techniques; 1 course or 3 mos. exp. in operating personal computer or word processor;

OR

Prior employment as hearing authority per Section 5101.351 of Ohio Revised Code; 3 yrs trg or 3 yrs exp. in presiding over adjudicative hearings; 12 mos trg or 12 mos exp in supervisory principles & techniques; 1 course or 3 mos exp operating word processor or personal computer.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Employees hired based on admission to Ohio Bar must complete 24 credit hours of continuing legal education from accredited programs for applicable two year reporting period pursuant to rule X of rules of government of Bar of Ohio & current certificate of registration pursuant to rule VII of rules of government of Bar of Ohio.

**UNUSUAL WORKING CONDITIONS:**

Requires travel, which may include overnight stay; may be exposed to persons acting hostile or irate.