



Appeals & Resolution Specialist

Requisition # ADM-ARS73123-1

Closing Date: Open Until filled

Classification: Exempt

Salary Range: \$ 59,107.38 - \$ 68,424.15 DOE

PURPOSE:

The Appeals & Resolution Specialist is responsible for implementing Chapter 7 of the California Welfare and Institutions Code pertaining to the Administrative Appeal Process, as the “designee” of the Executive Director of Westside Regional Center (WRC). When a fair hearing or appeal request is filed by an individual served by WRC or their parent, legal guardian/conservator, or other authorized representative, the Appeals & Resolution Specialist is responsible for ensuring that the procedure for informal meetings, mediations, and state-level hearings for all individuals (including Early Start) is carried out in accordance with specific time lines.

ESSENTIAL FUNCTIONS:

- Research hearing requests and obtain additional information, if needed.
- Analyze documents and decides on how to proceed to provide a case reevaluation.
- Create documentation supporting the determination including determination letters and Position Statements. Process claims based on the final determination of the appeal.
- Regular updating, tracking, and monitoring of extensive caseload in SANDIS. Regular communication with the individuals/families, providers, and DDS to ensure the appeals are concluded successfully and accurately.
- Communicate regularly with members, providing extensive support throughout the entire appeals process. Perform miscellaneous duties and handle additional requests from the Client Services and the DDS Hearing Division.
- Adhere to all required service-level agreements.
- Assist other staff as needed.
- Other accounting -related duties as assigned.

Job Specifications (Knowledge, Skills and Abilities):

To meet the qualifications for this position, the successful candidate must have:

- Broad knowledge of regional center operations is required.
- At least five years of recent successful experience as a service coordinator, Q.A. Specialist, Program Manager or other Specialist at WRC, at a minimum of 5 or more years of work experience service our population.
- Extensive demonstrated knowledge of the Lanterman Act, Title 17, California Early Start, Purchase of Services and Community Services; Service Standards.

- Working knowledge of Person Centered Planning/Thinking; Self-determination; HCBS Final Rule.
- Working knowledge of regional center eligibility requirements (3 years and over); DSM-5; and WRC Eligibility Review Committee. Also knowledge of Early Start eligibility requirements and evaluation protocols used for both.
- Must be able to work effectively with service coordinators, managers, clinical consultants, and other specialists.
- Excellent written and oral communication skills, attention to detail, and the ability to engage effectively with people we serve, families, attorneys, advocates, and judges and staff from Office of Administrative Hearings (OAH).
- Must have excellent time-management and organizational skills and the ability to work independently
- Recognized capacity to garner the confidence of staff, clients, parents, and our community, both at the local and state level.
- Bilingual Spanish is helpful but not a requirement.
- Bachelor's Degree minimum; Master's preferred.

If interested, please apply with resume and cover letter to jobs-WRC@westsiderc.org by the closing date.