



Appeals & Resolution Coordinator

Requisition #CS-ARC-092723

Closing Date: Open Until Filled

Classification: Non-Exempt

Salary Range: \$ 47,930.24 - \$ 56,906.30 Annually (DOE)

PURPOSE:

The primary purpose of the Appeals and Resolution Coordinator is to assist the Compliance Team including the Appeals and Resolution Specialist. The coordinator is responsible for all administrative duties associated with the unit.

NATURE OF WORK:

The Appeals and Resolution Unit is responsible for implementing Chapter 7 of the California Welfare and Institutions Code (WIC) pertaining to the appeal procedures for regional center clients. The specialist is the designee of the executive director of Westside Regional Center when an appeals request is filed by a WRC client, parent, legal guardian/conservator, potential client or authorized representative (AR).

ESSENTIAL FUNCTIONS:

- To receive, review and appropriately and timely respond to appeal requests sent via email by the state Department of Developmental Services (DDS), clients, potential clients, any authorized representative (AR) and service coordinators.
- Print and date stamp all appeal requests.
- Enter and update all appeal requests in the Appeals and Resolution database.
- Create and/or enter, update and maintain all appeal requests in the Appeal Request folders on the computer; add each document or email received or sent to the appropriate case file.
- Create, organize and maintain a physical file for each appeals case.
- Notify service coordinator and program manager when an appeal request has been received from one of their clients.
- Request and obtain copies of Notices of Action (NOA), relevant decision letters, and purchase of service (POS) documentation from the service coordinator. If any of these are in the preferred language of the client or authorized representative, obtain copy of each document in English as well.
- Discuss all appeal requests with the Appeals and Resolution Specialist when received.
- Submit all required documents to DDS in a timely manner.

- If a mediation and/or hearing is requested on the appeal request form, complete a Request for Set form and submit it with the necessary jurisdictional documents to OAH within 5 business days of receiving the request.
- If requested by the applicant for appeal, assign the informal meeting to Appeals and Resolution staff or contractor.
- Clarify the issue(s) on appeal with the applicant/AR and request all important or missing documents relevant to the request.
- Facilitate the scheduling of the informal meeting with the applicant and responsible staff.
- Send out, with the direction of the Appeals and Resolution Specialist, informal meeting decision letters which identify the issue being appealed, decision on each issue with facts supporting the decision, the law, regulation and/or policy upon which the decision was based and explain the procedure for withdrawing the appeal request using the form DS 1822.
- Work closely with WRC Intake department, Early Start and Client Services staff to obtain all information relevant to the appeal proceedings.
- Complete and submit Requests for Continuance and Notifications of Resolution of mediations or hearings as necessary; send the NOR to the appeal applicant and/or the AR.
- Submit briefs, motion responses, letters and requests with OAH as directed.
- Organize and upload position statements and evidence to Case Center and OAH within prescribed timelines.
- Reserve 3E and Wi-Fi hot spots for all in-person hearings and mediations.

MINIMUM EDUCATION AND EXPERIENCE:

- Education requirement: Minimum of a High School Diploma
- Experience in direct administrative support
- Must have excellent verbal, written and computer skills.
- Bilingual in Spanish.
- Knowledge of the following software: Microsoft Office, Excel, Outlook, ZOOM, Microsoft Teams. Familiarity or the ability to learn specific regional center data systems such as Sandis, SharePoint and Caspio Intake Portal will be required. Managing various data elements is a core competency of this position.
- Must have excellent organizational skills, flexibility in managing tasks, the ability to meet timelines and to work independently and effectively under the supervision of the Appeals and Resolution Specialist and to multitask.
- A general knowledge of eligibility criteria for regional center services and supports.
- A general knowledge of Agency's purchase of service policies as well as the roles of service coordinators and program managers case management

This summary is not intended to represent an exhaustive list of duties; additional responsibilities are determined as to meet the needs of the community we support*

WRC is an equal opportunity employer. Further, WRC will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

If interested, please send resume and cover letter to Jobs-WRC@Westsiderc.org by the closing date and include the Requisition Number and Job Title in the subject line of the email.