



Appeals & Resolution Specialist

Requisition # ADM-ARS101424

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 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 within specific timelines.

ESSENTIAL FUNCTIONS:

- Research hearing requests and obtain additional information, if needed.
- Analyze documents and decide on how to proceed to provide a case re-evaluation.
- Create documentation supporting the original decision, including determination letters and position statements. Assist in implementing the final determination of the appeal.
- Regular updating, tracking, and monitoring of appeals.
- Regular communication with the individuals/families, advocates, the Office of Administrative Hearings (OAH) and DDS to ensure the appeals are concluded successfully and accurately.
- Communicate regularly with WRC staff and provide support throughout the entire appeals process. Perform miscellaneous duties and handle additional requests from WRC Client Services, OAH, and the DDS Hearing Division.

Job Specifications (Knowledge, Skills and Abilities):

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

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

- Working knowledge of Person-Centered Planning/Thinking, Self-Determination Program and HCBS Final Rule.
- Working knowledge of regional center eligibility requirements (3 years and over), DSM-5 diagnoses and the WRC eligibility determination process. Working knowledge of Early Start eligibility requirements and evaluation protocols.
- 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, DDS staff and judges and staff from 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 preferred, but not a requirement.
- Bachelor's Degree minimum.

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