

## **CLASS SPECIFICATION**

### **Program Integrity Unit Hearing Coordinator**

**Code Number:** \_\_\_\_\_

## **GENERAL PURPOSE**

Under general supervision, coordinates and participates in the activities of the Program Integrity Unit; assigns, coordinates and participates in the investigation of cases of alleged program violation, fraud or abuse; serves as liaison and coordinates the scheduling and conduct of informal hearings; and performs related duties as assigned.

## **DISTINGUISHING CHARACTERISTICS**

A Program Integrity Unit (PIU) Hearing Coordinator is an advanced specialized class in the rental assistance and property management job family with responsibility for coordinating the activities and staff of the Rental Assistance Program Integrity Unit. The incumbent oversees and coordinates the work of specialized staff engaged in conducting administrative reviews and investigating cases of suspected program violation, fraud or abuse and preparing cases for hearings before independent hearing officers. Assigned responsibilities require the ability to assess and prioritize a large volume of cases referred for review and action, coordinate unit activities entailing notification requirements and hearing calendars which must be met and independently apply professional analytical and decision making skills.

PIU Hearing Coordinator is distinguished from Housing Specialist by the incumbent's responsibility for overseeing the activities of the Program Integrity Unit, in addition to independently conducting investigations and presenting cases before hearing officers.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Oversees and coordinates the activities of the Program Integrity Unit under the direction of a Housing Supervisor; receives, performs a preliminary review and assigns referrals of alleged program violation, fraud or abuse from other Commission staff, fraud hotline calls, representatives of other governmental agencies or the public; advises unit staff on the interpretation and application of program regulations, policies and procedures to the facts and circumstances of cases under review; advises staff on the uses of investigative sources, procedures and practices as needed to resolve case issues.

Reviews results of investigations conducted for thoroughness and completeness in addressing the allegations of violation, fraud or abuse; approves or recommends to supervisor actions for the

appropriate resolution of cases; sits in on case conferences when warranted by case issues; ensures cases scheduled for hearing are fully prepared and all required notifications given.

Personally assesses cases and determines whether an investigation will be conducted, based on the nature and verifiability of allegations and credibility of sources; conducts investigations to determine whether violation of program rules and regulations has occurred; conducts case conferences; establishes formal repayment agreements in restitution for minor infractions or in extenuating circumstances; issues *Notices of Intended Action* to terminate program participation in accordance with established policies and procedures; when clients request a hearing, prepares hearing packets, including a narrative report describing the alleged violation and supporting evidence with comprehensive documentation of the client's history and all facts developed through investigation; represents the Commission in hearings conducted by independent hearing officers, presenting the Commission's case and questioning witnesses; takes follow up action as required following issuance of the hearing officer's decision, including mailing termination notices and suppressing payments to property owners; responds to contacts from clients, property owners, informants, representatives of other governmental agencies, legal counsel for clients, SDHC staff and others; documents procedural errors and other problems in case files and returns them to Housing Supervisors for follow up action.

Responds to questions and inquiries from clients and other interested parties regarding the status and intended actions on cases.

Serves as liaison between the PIU and the independent mediation service for the scheduling of hearings; coordinates hearing requests and the scheduling of all interested parties for hearing dates; coordinates and makes logistical arrangements in connection with the conduct of hearings; approves the cancellation or rescheduling of hearing dates; prepares and calendars follow up action to *Abandoned Hearing Letters*.

Ensures that all case and file documentation procedures have been fully and completely followed.

## **OTHER DUTIES**

Maintains and documents files regarding all actions taken; prepares statistical, status and productivity reports as required.

Develops and recommends implementation of policies and procedures for operations of the Program Integrity unit and related matters; acts for a Housing Supervisor in his/her absence.

Conducts home visits in connection with the investigation of cases; refers suspected cases of child or elder abuse to relevant agencies for appropriate action.

Performs special projects and assignments as requested.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Commission administrative regulations, policies and procedures and applicable law and regulation governing operations of the Commission's rental assistance and public housing programs; client eligibility determination and recertification procedures, including data elements, uses and operations of the Commission's on-line systems; accepted case management practices and procedures; HQS standards and inspection procedures; dispute resolution and mediation techniques; principles, practices and techniques in conducting investigations and documenting findings for use in administrative proceedings; procedures, practices and terminology used in the conduct of administrative hearings; basic administrative analysis and research methods and techniques; customer relations principles and practices; interviewing methods and procedures, particularly as they apply to the collection of sensitive personal and financial information; principles, practices and procedures governing maintenance of public records and processing of financial transactions; principles and practices of sound business communications.

**Ability to:**

Organize, prioritize, assign, oversee, coordinate and schedule the work of the Program Integrity Unit, while independently carrying out own case responsibilities; understand, interpret, explain and apply detailed and complex regulations, policies and procedures governing the administration of rental assistance and public housing programs; gather data, analyze information and reach sound conclusions and decisions in accordance with established policies, procedures and legal/regulatory requirements; communicate clearly and effectively, orally and in writing; prepare clear, concise and comprehensive reports, studies and other written materials; handle client and property owner interactions with courtesy, tact and sensitivity to the issues involved and defuse situations that become highly emotional and volatile; deal effectively with a highly diverse client group, culturally and ethnically; represent the Commission effectively in conducting administrative reviews and in administrative hearing and similar proceeding; establish and maintain effective and courteous working relationships with supervisors, clients, property owners, hearing officers, representatives of other governmental agencies, employees, the public and others encountered in the course of work; operate a computer, computer terminal and other standard office equipment.

**Training and Experience:**

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from a four year college or university with major course work in public or business administration, planning, social work or a closely related field; and at least three years of progressively responsible experience in the investigation of cases of alleged program violation, fraud or abuse and the preparation of cases for hearing, at least at the level of Senior Housing Assistant; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing the duties of this class, the employee is regularly required to sit; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel computers and office equipment; and reach with hands and arms. The employee is frequently required to stand and walk and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read, interpret and analyze data and information; use math and mathematical reasoning; analyze and solve problems; learn and apply new information; perform highly detailed work on multiple, concurrent tasks with frequent interruptions; work under stringent deadlines and interact with supervisors, clients, property owners, hearing officers, co-workers, the public and others encountered in the course of work, many of whom may be upset, dissatisfied and/or abusive.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.