



Department of  
**Human Services**

## **DHS Program Specialist (Remote)**

**Program Specialist Appeals & Hearings (Remote)**

**Job Location: Nashville, TN**

### **ABOUT POSITION**

The Department of Human Services mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

Under general supervision, is responsible for human services program evaluation and consultative work of average to considerable difficulty; performs related work as required. The Operational Support Unit is a unit within the Division of Appeals and Hearings. This unit is responsible for offering assistance to any Unit with the Division of Appeals and Hearings. An employee in this class is responsible for reviewing and evaluating appeal issues and establishment of continuation of benefits for appellants. Review and evaluate appeal issues and continuation of benefits

### **RESPONSIBILITIES**

Evaluate if appeal is valid (fair-hearable), timely, or duplicate.

- If appeal is non-fair hearable or untimely, sends to Conciliation Attorney.
- Determine timeliness for continuation/reinstatement of benefits.
- Continue/reinstate benefit eligibility per program guidelines.
- Identify issue(s) being appealed.
- Complete appeal creation in the Appeals Resolution Tracking System (ARTS).
- Review case to clarify issues.
- Make appropriate correction(s) in ARTS based on appeal issue.
- Attempt resolution of appeals without infringing on due process rights of client.

#### **DHS MISSION:**

To build strong families by connecting Tennesseans to employment, education and support services

#### **DHS VISION:**

To revolutionize the customer experience through innovation and a seamless network of services

#### **DHS VALUES:**

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

#### **Unique Benefits**

- Pension
- 401K Match
- Family Tuition
- 11 Paid Holidays
- Emotional Health/Wellness Programs



## QUALIFICATIONS

**Education and Experience:** Graduation from an accredited college or university with a bachelor's degree and experience equivalent to five years of full-time work in one or a combination of the following: social services, human services, education, accounting, auditing, and/or social services grant coordination.

**Substitution of Graduate Education for Experience:** Graduate course work from an accredited college or university in any liberal arts field, including but not limited to social sciences, mathematics, or statistics; education; public administration; and/or business may be substituted for the required experience, on a year-for-year basis, to a maximum of two years.

**Substitution of Experience for Education:** Additional experience in social services, human services, education, accounting, auditing, and/or social services grant coordination may substitute for the required education on a year for year basis to a maximum of four years (one year of experience is equivalent to 45 undergraduate quarter hours). Experience equivalent to three years in human services work as a state employee or as a individual under contract with the State of Tennessee.

Candidates must complete a criminal history disclosure form in a manner approved by the appointing authority; Agree to release all records involving their criminal history to the appointing authority; Supply a fingerprint sample prescribed by the TBI based criminal history records clerk.

### Competencies

- Customer Focus
- Time Management
- Organizing
- Written Communications
- Planning
- Functional/Technical Competencies
- Presentation Skills

For Information regarding State of Tennessee benefits please [click here](#).

### How to apply:

- To be considered for the DHS Program Specialist position with the Tennessee Department of Human Services external applicants must also apply online at <https://www.tn.gov/careers/apply-here> by February 23, 2022 at 11:59pm Central Standard Time.
- Active state employees apply for career opportunities directly through [Edison self-service](#).
- Target Range: \$36, 636 – 47, 628 per year. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Applicants may be subject to background check. Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*