

CLASS TITLE: QUALITY CONTROL REVIEW SUPERVISOR

Class Code: 02829300

Pay Grade: 26A

EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To plan, organize, assign, supervise and review the work of a staff engaged in auditing the work of the social services field staff through quality control audits of the case records of public assistance recipients to determine the extent to which the program of the agency is being implemented in the fields of eligibility, correctness of payment, and services; to direct and to participate in various quality control surveys requested by the federal government and Director of the Department of Human Services; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior from whom general and specific assignments and instructions are received with considerable latitude for the exercise of independent judgement; work is reviewed upon completion through conferences and submitted forms and reports.

SUPERVISION EXERCISED: Plans, organizes, assigns and directs the work of a staff of quality control reviewers; work is reviewed in process and upon completion for conformance to agency policy and professional standards of performance.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To plan, organize, assign, supervise, and review the work of a staff engaged in auditing the work of the social service field staff through quality control audits of the case records of public assistance recipients to determine the extent to which the program of the agency is being implemented in the fields of eligibility, correctness of payment, and services.

To supervise and participate in various quality control surveys requested by the federal government and the Director of the Department of Human Services.

To survey the activity to be audited and develop a plan for carrying out the details of the audit.

To prepare reports or documents explaining the scope of the audit and set forth recommendations.

To assist in estimating and forecasting the future prospects and requirements of existing and proposed programs and policies and to gather and exchange information on operational practices and procedures with the administration.

To be responsible for the training of a staff of auditors and make evaluation of progress and efficiency.

To notify subordinates promptly of changes in procedures, methods, regulations, or instructions of public assistance program and explain such changes to assure they are understood and used.

To confer on a regular planned basis with the superiors of various districts on the findings of the reviews conducted in their localities.

To act as a consultant to supervisors of the various districts in assisting them to set up effective methods by which they can review, analyze, and evaluate the effectiveness of the program in their area.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of social casework principles, practices and techniques with specialized knowledge in public assistance; a thorough knowledge of the provisions of the federal and state laws relating to the public assistance program; the ability to; plan, organize, assign, supervise, and review the work of a social audit staff; the ability to instruct and train employees in the application of an audit process and changes in procedures, methods, and regulations of the public assistance program; the ability to establish and maintain effective working relationships with public assistance recipients, other public and private agencies, superiors and associates; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing; and

Experience: Such as may have been gained through: employment as a social auditor or employment in a responsible position involving the application of social case work principles, practices and techniques in a public or private social case work agency.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: August 26, 1979

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