

CLASS TITLE: QUALITY CONTROL REVIEWER

Class Code: 02829200

Pay Grade: 24A

EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To review the work of the Social Service and/or Field Staff through quality control audits of the case records of all categories of 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 participate in various quality control surveys requested by the federal government and Director of the Department of Social and Rehabilitative Services; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a supervisor from whom work assignments are received; work is reviewed in process and upon completion for conformance to agency policy, and Federal and professional standards of performance

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To review the work of the Social Service and/or Field Staff through quality control audits of the case records of all categories of 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 participate in various quality control surveys requested by the federal government and Director of the Department of Social and Rehabilitative Services.

To review the work of the Social Service Field staff through quality control audits of the case records of public assistance recipients by desk analysis of the case records and field visits to the homes of the client to determine the extent to which the program of the agency is being implemented.

To make field visits to the homes of the clients to evaluate social study elements such as: nature of home environment, home management, health care education, and potential for employment.

To determine eligibility of the client by evaluating such factors as: age, residence, death, unemployment, and personal assets of the client.

To participate in various quality control surveys or research requested by the federal government and director of Department of Social and Rehabilitative Services, and to help prepare final written reports.

To make reports of defects or errors of individual case actions to the casework supervisor of Local Public Assistance Agency.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of social case work principles, practices and techniques; a thorough knowledge of the provisions of the federal and state laws relating to al social service assistance; the ability o establish and maintain effective working relationships with social service recipients; the ability to make field visits to homes of clients and evaluate elements of social study, eligibility, and needs of the recipient, and make reports thereon; the ability to work as one team on fact-finding surveys and help prepare final written reports; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

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

Experience: Such as may have been gained through: employment as a full time social case worker in a public or private 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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