

QUALITY CONTROL REVIEWER II**NATURE OF WORK IN THIS CLASS:**

This is complex technical social services work involving analysis and evaluating recipients case records, conducting field investigations, making collateral contacts, with government and private agencies to substantiate clients statement of needs, and ensures the accuracy of recipients' level of benefits under Food Stamps, Medicaid and Public Assistance Programs.

Employees in this class perform the full range of complex technical duties including independent work in specialized areas of the profession.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Analyzes and evaluates recipients' case records randomly selected for quality control review; retrieves printed case data for the appropriate review months and identifies elements with discrepant information; develops a work plan for the field review.

Conducts field investigation through home visits with clients, and collateral contacts with various government and private agencies, to secure documents and verify elements of eligibility and availability of recipient resources.

Records case file analysis, field findings, verifications and review decisions in the quality control work sheets and report forms; ensures that documentations are clear and concise and indicate the gaps or discrepancies noted between case file records and that of field findings.

Reviews and determines whether the eligibility workers' computations of recipient entitlements are accurate and that policies are applied according to Federal and Local standards.

Prepares and codes accurately the Integrated Review Schedules for each completed case review.

Prepares individual field finding reports for quality control cases found to be in error for immediate corrective action.

Assists the Quality Control supervisor in the proof reading of the monthly computer generated review status reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the principles and methods of interviewing and investigation.

Knowledge of Federal and Local program rules and requirements.

Ability to analyze, gather information, evaluate and make sound judgements.

Ability to make arithmetic computations.

Ability to access and retrieve case history/data from the Cathode Ray Terminal (CRT).

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare technical reports.

Skill in the safe operation of a motor vehicle.

MINIMUM EXPERIENCE AND TRAINING:

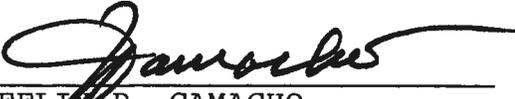
- a) Two years of experience as a Quality Control Reviewer I or three years of specialized experience as an Eligibility Specialist II or equivalent work; or
- b) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NECESSARY SPECIAL QUALIFICATIONS:

Possession of a valid driver's licenses.

ESTABLISHED: JUNE 1990

PAY RANGE: 34



FELIX P. CAMACHO
Executive Director
Civil Service Commission