

QUALITY CONTROL SUPERVISOR**NATURE OF WORK IN THIS CLASS:**

This is a complex technical and supervisory work involved in reviews conducted by quality control reviewers who are assigned to assess and validate eligibility and level of benefits to recipients receiving Food Stamps, Aid to Families with Dependent Children, Adult and/or Medicaid Assistance.

Employees in this class supervise and perform the full range of complex technical duties in the 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.)

Assigns randomly selected active and negative Public Assistance, Medicaid and Food Stamp cases for quality control reviews and maintains an effective monitoring and tracking system to ensure that assigned cases are completed according to required Federal time frames.

Conducts supervisory reviews on cases submitted by the quality control reviewers for cases analyzed, and checks on the authenticity of verifications; checks the adequacy of documentation of the field investigation reports; checks the accuracy of computation of benefit levels and basis of issuances and that policies and procedures are applied according to Federal and Local requirements.

Edits and reviews accuracy and completeness of the codes and the statistical data of the Integrated Review Schedules and prepares National Integrated Quality Control Systems, Monthly Status Report, Review Status Report and Data File Status Reports.

Coordinates and consults with Region IX staff thru correspondence, long distance phone calls and thru the FAX machines, to resolve Federal re-review disagreements, requests for policy clarifications and program updates.

Meets with program counterparts to resolve individual quality control review disagreements for corrective action.

Prepares the quarterly corrective action plan for quality control error cases identified thru the Federal re-reviews.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of policies and procedures in the application of Federal and Local Rules and Regulations in the Medicaid, Public Assistance and Food Stamp Programs.

Knowledge of the principles and methods of interviewing and investigations.

Ability to plan, assign and supervise the work of others.

Ability to provide technical assistance and instructions on the procedures and techniques to be used by subordinates in the Quality Control review process.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Ability to maintain an effective monitoring and tracking system on assignments.

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Skill in the operation of computers for the National Integrated Quality Control System reports.

Skill in the safe operation of motor vehicle.

MINIMUM EXPERIENCE AND TRAINING:


- a) Two years of experience as a Quality Control Reviewer II or three years of specialized experience as an Eligibility Supervisor or equivalent work and graduation from a recognized college or university with a Bachelor's degree in social or behavioral sciences; 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 license.

ESTABLISHED: JUNE 1990

PAY RANGE: 40



FELIX P. CAMACHO
Executive Director
Civil Service Commission