

CLASSIFICATION: QUALITY CONTROL REVIEWER I

Class Code: 7405-20

Date Established: 09-12-66

Occupational Code: 7-7-7

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To investigate and review public and provider programs to ensure compliance with program standards and to make recommendations for improvements or changes in program procedures.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Interviews providers or recipients for the purpose of verifying information found in case records.
- Participates in the development and maintenance of a system of reviews utilizing regulatory agency standards, objectives and goals as evaluation tools.
- Conducts detailed review and analysis of randomly selected clientele and audits payment cases, including open and closed records.
- Reviews federal and state regulations and policies and applies them to cases being reviewed.
- Prepares reports of program activities for review by supervisors and federal officials.
- Conducts investigations through state agencies, employers and various financial and insurance agencies to verify any other information relevant to a particular case's eligibility history.

DISTINGUISHING FACTORS:

Skill: Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

Knowledge: Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires summarizing data, preparing reports and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

Complexity: Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major study in human services, behavioral sciences, business, public administration, law, or a related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience at a level equivalent to a Family Service Specialist or Case Technician, with responsibility for review of operations, conducting investigations, program auditing, or quality control. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

RECOMMENDED WORK TRAITS: Knowledge of federal and state laws, policies, and regulations relating to financial eligibility for food stamps, Medicaid and other programs administered by the Department. Working knowledge of computer spread sheets, word processors, New Heights and other data sources. Ability to establish and maintain working relationships with staff, other agency employees, and the general public. Ability to interview clients and witnesses to obtain corroborating evidence for eligibility determination. Ability to work independently with a minimum of supervision. Ability to communicate tactfully and effectively both orally and in writing. Ability to understand and interpret the functional interrelationship of policy and regulations with respect to determining eligibility. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.