

CLASSIFICATION: QUALITY ASSURANCE SPECIALIST

Class Code: 7390-23

Date Established: 03-17-72

Occupational Code: 7-7-9

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To review and audit disability determinations services for compliance with federal regulations.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Reviews and investigates caseload management activities to ensure compliance with regulations and policies of the Social Security Act.
- Researches, monitors and updates knowledge of changes in social security policies and procedures, including conferring with medical examiners, consultants and specialists.
- Prepares plans, reports and analyses required by federal and state agencies.
- Designs and implements research techniques to analyze statistical data used in establishing quality assurance standards.
- Develops and coordinates disability determination programs to improve service to social security applicants and recipients.
- Maintains statistical records and controls as a basis for quality and performance analysis.
- Provides Vocational Specialist Services and Training.

DISTINGUISHING FACTORS:

Skill: Requires skill in analyzing and interpreting data, policy, and procedures OR in using equipment in order to arrive at logical conclusions or recommendations.

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

Impact: Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

Supervision: Requires direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions under good conditions in a safe working environment.

Physical Demands: Requires sedentary work, including continuous sitting or occasional standing and walking.

Communication: Requires reviewing summaries and reports and making decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

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.

QUALITY ASSURANCE SPECIALIST

Page 2

Independent Action: Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major study in social work, counseling, education, psychology or human services.

Experience: Four years' experience in any of the following fields: teaching, counseling or guidance, personnel management, public employment service or public welfare, nursing, human services or any of the allied health fields, three years' of which shall have been associated with adjudication of Social Security Disability Insurance claims.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Thorough knowledge of federal and state laws and regulations and the state plan regarding Vocational Rehabilitation. Thorough knowledge of the principles and methods of rehabilitation. Thorough knowledge of the principles and methods of claims work as relates to rehabilitation. Thorough knowledge of individual or group behavior with special emphasis on the problems and attitudes of the physically and mentally disabled. Considerable knowledge of current social, economic and health problems and resources and special emphasis on factors relating to vocational rehabilitation. Considerable knowledge of employment practices and skills and the abilities and physical demands of the more common occupations. Considerable knowledge of physical and mental illnesses and disabilities and their social implication. Considerable knowledge of the principles and methods of administration and supervision. Working knowledge of the standards of psychometric and occupational tests. Ability to plan and supervise the work of others. Ability to establish and maintain effective working relationships. Ability to make clear and pertinent statements, orally and in writing. 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.