



Quality Assurance Specialist I

Salary Group: B17

Class Code: 1410

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
QUALITY ASSURANCE SPECIALIST I	1410	B17	\$36,976 - \$58,399
QUALITY ASSURANCE SPECIALIST II	1411	B18	\$39,521 - \$64,449
QUALITY ASSURANCE SPECIALIST III	1412	B20	\$45,158 - \$73,788
QUALITY ASSURANCE SPECIALIST IV	1413	B22	\$51,614 - \$84,479

GENERAL DESCRIPTION

Performs routine (journey-level) quality assurance work. Work involves planning, developing, and administering internal quality assurance and compliance activities. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Develops and implements quality assurance programs.

Plans and organizes case review assignments.

Conducts case and quality control reviews of programs.

Verifies information received from case readings, sources, and clients.

Participates in corrective action planning and service improvement activities.

Identifies cases for investigation of potential fraud and for potential recoupment and restitution.

Reviews and analyzes cases, notes deficiencies, and extracts data to be verified; collects performance data; identifies adverse trends; and determines compliance with service delivery standards, program requirements, and policies and procedures.

Documents review findings.

Communicates final determination of case review to appropriate staff.

May analyze quality control error findings for trends or patterns.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in social service financial eligibility determination, auditing, or investigating work. Graduation from an accredited four-year college or university with major coursework in social work or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of federal and state program policies and laws, financial and medical eligibility program policies, and quality control procedures.

Skill in interviewing, analyzing data, and the use of a computer and applicable software.

Ability to apply program and quality control policies and procedures; to ensure compliance with state and federal regulations; to select, analyze, and evaluate information from case records in relation to eligibility criteria; and to communicate effectively.