



# Quality Assurance Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
QUALITY ASSURANCE SPECIALIST I	1410	B17	\$42,976 - \$64,469
QUALITY ASSURANCE SPECIALIST II	1411	B18	\$45,521 - \$71,055
QUALITY ASSURANCE SPECIALIST III	1412	B20	\$51,158 - \$81,351
QUALITY ASSURANCE SPECIALIST IV	1413	B22	\$57,614 - \$93,138

## GENERAL DESCRIPTION

Performs quality assurance work involving planning, developing, and administering internal quality assurance and compliance activities.

## 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.

Analyzes quality control error findings for trends or patterns.

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at level IV may also perform work listed within the previous levels.*

**Note:** Factors that may distinguish between journey levels include the degree of independence in performing the work, the type, scope, nature, impact and complexity of the quality assurance work, the scope of responsibility, and the employee's related experience, education, and certifications. Employees at the journey level may independently perform the full range of work listed in the examples or may assist others in that work.

**QUALITY ASSURANCE SPECIALIST I:** Performs routine (journey-level) quality assurance work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may also occasionally assist others performing job duties of greater complexity.

**QUALITY ASSURANCE SPECIALIST II:** Performs complex (journey-level) quality assurance work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may provide technical guidance and assistance during the review process and may:

- Recommend appropriate changes in service delivery.
- Provide input on the development of quality control policies, procedures, and standards.
- Explain quality control findings and assist in the development of corrective action plans.
- Explain quality control policies and procedures.
- Review quality control case readings.

**Note:** Any senior-level employee (level III-IV) may serve as a team lead or supervisor. A senior-level employee may perform the full range of work identified in the levels preceding their own and/or may coordinate, evaluate, or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority; the type, scope, nature, impact, and complexity of the work. Other factors may include the employee's related experience, education, and certifications.

**QUALITY ASSURANCE SPECIALIST III:** Performs advanced (senior-level) quality assurance work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Ensure the timely and ongoing transmittal of completed reviews.
- Receive case samples selected from various programs, assign cases to staff, and monitor the review process.
- Assess quality control reviews for accuracy and compliance with federal and state requirements.
- Assess and edits referrals for errors found in cases.
- Develop and conducts staff training as new program policies and procedures are implemented or new programs are mandated by the federal government.
- Review trends and resolves problems regarding the methods of quality control operations or procedures.
- Prepare reports and maintains records of operations.

**QUALITY ASSURANCE SPECIALIST IV:** Performs highly advanced (senior-level) quality assurance work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Assess and monitor functions of other divisions involved in the quality control process to guarantee timely compliance with assigned tasks, goals, and objectives.
- Work with staff to identify and modify quality control procedures to meet the changing information needs of the program and staff.
- Analyze, interpret, and report data to management and participates in corrective action planning.

## **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.

#### **For all levels**

### **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, in analyzing data, and in 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.

#### **Additional for Quality Assurance Specialist II – IV levels**

- Ability to plan, coordinate, and administer quality control program activities; and to identify problems and develop solutions.

#### **Additional for Quality Assurance Specialist III – IV levels**

- Ability to oversee and/or supervise the work of others.