



Quality Assurance Specialist II

Salary Group: B18

Class Code: 1411

<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 complex (journey-level) quality assurance work. Work involves planning, developing, and administering internal quality assurance and compliance activities. May provide guidance to others. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Develops and implements quality assurance programs.

Conducts case and quality control reviews of programs.

Identifies trends or problems and recommends appropriate changes in service delivery.

Provides input on the development of quality control policies, procedures, and standards.

Explains quality control findings and assists in the development of corrective action plans.

Explains quality control policies and procedures.

Reviews quality control case readings.

Contacts sources to validate information received from case readings, sources, and clients.

May provide guidance to others.

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 plan, coordinate, and administer quality control program activities; to ensure compliance with state and federal regulations; to identify problems and develop solutions; to communicate effectively; and to provide guidance to others.