



Quality Assurance Specialist IV

Salary Group: B22

Class Code: 1413

<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 highly advanced (senior-level) quality assurance work. Work involves overseeing the planning, development, and administration of internal quality assurance and compliance activities. May supervise the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Oversees, plans, and administers quality control programs to ensure the accuracy and timeliness of data.

Oversees quality control case readings and other quality assurance and compliance activities.

Develops and conducts staff training as new program policies and procedures are implemented or new programs are mandated by the federal government.

Evaluates and monitors functions of other divisions involved in the quality control process to guarantee timely compliance with assigned tasks, goals, and objectives.

Evaluates quality control reviews for accuracy and compliance with federal and state requirements.

Evaluates trends and resolves problems regarding the methods of quality control operations or procedures.

Analyzes, interprets, and reports data to management and participates in corrective action planning.

Works with staff to identify and modify quality control procedures to meet the changing information needs of the program and staff.

Provides technical guidance and assistance during the review process.

May supervise the work of 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 supervise the work of others.