DESCRIPTION: Under limited supervision is responsible for conducting quality assurance reviews of case management activities; coordinates with management and staff to develop and implement various strategies and initiatives to achieve the highest possible accuracy rate; performs related work as assigned.

EXAMPLES OF WORK: (A position may not be assigned all of the duties listed, nor do these examples include all of the duties that may be assigned.)

Utilize various quality assurance tools to measure and improve case management performance.

Consolidates and analyzes data from various case reviews to determine general category of error and suspected root cause of error.

Confers with supervisors and/or quality control teams to discuss findings, errors, causes of errors, and recommended corrective actions to address current and future program errors.

Assists in testing and implementing quality assurance tools by evaluating and providing feedback on the tool.

Provides intensive one-on-one training with workers to discuss identified errors, causes of errors, and to develop effective work habits and/or knowledge of program regulations to improve on level of work performance.

Attends unit meetings to discuss identified problem areas, new regulations, and/or changes in procedures.

Coordinates with other Program Accuracy Specialists to develop program "training tips", develop and present formal training, or coordinate with Human Resources and Development training Staff to develop and present formal training.

Conducts secondary or second party case reviews.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: federal and state program regulations, laws, and case processing; quality assurance and monitoring tools and methods; case management practices including assessment, analyzing critical information, plan development and implementation, adult training theories, principles and practices; statistical data and collection methods.

Skill in: teaching others; monitoring and assessing work performance of others.

Ability to: learn and apply agency policies and procedures; interpret, explain, and apply State and federal laws and regulations; conduct data analysis, quality assurance reviews, and identify trends; communicate with others to receive and relay information; analyze situations and develop an appropriate course of action; effectively interrelate with a wide variety of individuals; formulate conclusions; persuade others; develop, implement and present training programs; conduct root cause analysis and recommend appropriate actions.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Two years experience in a health and/or human services field or public service organization with responsibility for determining eligibility, assessing public assistance needs, or case management using program rules and regulations OR 24 semester hours of post high school education in behavioral sciences, social sciences, public/business administration, adult education or closely related field and experience in eligibility determination or assessing needs for public assistance and/or social services programs.

SPECIAL NOTE:
State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).