

STATE OF NEBRASKA CLASS SPECIFICATION
DHHS QUALITY CONTROL SPECIALIST

EST: 09/78 – REV: 08/11
CLASS CODE: C73310

DESCRIPTION: Under general supervision, conducts quality control reviews of Supplemental Nutrition Assistance Program cases, Child Support determinations and/or Medicaid program quality reviews; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first classification level of two in the DHHS Quality Control class series. This class is distinguished from the DHHS Quality Control Unit Manager class by the absence of supervision of investigative staff.

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

Performs on-site reviews of Supplemental Nutrition Assistance Program (SNAP) cases to verify and document all elements affecting eligibility and payment, liability, or issuance amounts in compliance with applicable State and federal regulations.

Interviews recipients and contacts collateral sources in order to collect evidence substantiating eligibility for Supplemental Nutrition Assistance benefits and determine timeliness of processing SNAP applications.

Records and evaluates information collected.

Determines dollar error amounts for non-eligibility or over or under issuance.

Documents all errors and prepares reports for each review case.

Assesses timeliness and accuracy of Child Support determinations.

Assists in developing and implementing annual Medicaid quality control reviews.

Assists with the orientation and training of other Quality Control Specialists as necessary.

Prepares correspondence and/or other pertinent documents as necessary.

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

Knowledge of: interviewing and public relations techniques for conducting quality control reviews; data gathering and data analysis techniques for conducting quality control reviews.

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Ability to: learn and apply State and federal laws, regulations and procedures necessary to conduct quality control reviews; learn and apply the function of quality controls in public welfare agencies and welfare administration; conduct on-site interviews with applicants/recipients and public/private sources to obtain information for quality control reviews; apply rules and regulations to the verification, determination, and documentation of quality control reviews; work under minimal supervision and successfully complete assigned workloads within established deadlines; utilize computer output information for conducting quality control reviews.

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

Coursework/Training in behavioral sciences, social work, business or public administration or closely related areas; OR experience with public assistance programs, investigation or related areas.

SPECIAL NOTES:

Positions in this class may require an employee to possess a valid driver's license, or the ability to provide independent authorized transportation in order to perform work related travel.

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).