

QUALITY CONTROL REVIEWER I**NATURE OF WORK IN THIS CLASS:**

This is moderately complex technical social service work involving the analysis and evaluation of recipients' case records, conducting field investigations, making collateral contacts with government and private agencies to substantiate clients' statement of needs, and ensures the accuracy of recipients' level of benefits under Food Stamp, Medicaid and Public Assistance Programs.

Employees in this class perform analytical and investigative duties independently on an ongoing basis, and participates in more complex duties under close supervision.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Analyzes and evaluates recipients' case records randomly selected for quality control review; retrieves printed case data for the appropriate review months and identifies elements with discrepant information; develops a work plan for the field review.

Conducts field investigation through home visits with clients, and collateral contacts with various private and government agencies to secure documents and verifies elements of eligibility and availability of recipient resources.

Records case file analysis, field findings, verifications and review decisions in the quality control work sheets and report forms; ensures that documentations are clear and concise and indicate the gaps or discrepancies noted between case file records and that of field findings.

Reviews and determines whether the eligibility workers' computations of recipient entitlements are accurate and that policies are applied according to Federal and Local standards.

Prepares and codes accurately the Integrated Review Schedules for each completed case review.

Prepares individual field findings reports for quality control cases found to be in error for immediate corrective action.

Participates in case conference relative to complex Quality Control Review System.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the principles and methods of interviewing and investigation.

Knowledge of policies, procedures and program requirements.

Ability to analyze, gather information, evaluate and make sound judgements using federal and local guidelines.

Ability to make arithmetic computations.

Ability to access and retrieve case history/data from Cathode Ray Terminal (CRT).

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare reports.

Skill in the safe operation of a motor vehicle.

MINIMUM EXPERIENCE AND TRAINING:

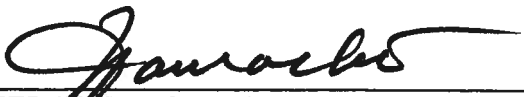
- a) Two years of experience as an Eligibility Specialist I or equivalent work and completion of two years of college, including courses in social or behavioral sciences; or
- b) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NECESSARY SPECIAL QUALIFICATIONS:

Possession of a valid driver's license.

ESTABLISHED: JUNE 1990

PAY RANGE: 30



FELIX P. CAMACHO
Executive Director
Civil Service Commission