

DESCRIPTION: Under limited supervision, directs a unit of investigators assigned to review the quality control functions in the economic assistance programs and/or the Supplemental Nutrition Assistance Program (SNAP) of the Department of Health and Human Services; 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 second classification level of two in the DHHS Quality Control class series. This class is distinguished from the DHHS Quality Control Specialist with the primary responsibility to supervise investigative staff located within the Unit.

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.)

Supervises and directs the work of assigned staff of Quality Control Specialists including making assignments, monitoring the completion status of quality control reviews, and making recommendations for promotions, demotions, terminations, and hires.

Develops and provides direct training for Quality Control Specialists, including on-the-job observation and evaluation.

Establishes geographical areas for workloads to ensure maximum economy of review completion and develops and designs necessary controls for work flow and records.

Makes recommendations based on the findings of Quality Control Specialists for the correction of problems identified in the quality control program areas.

Monitors quality control reviews and reports completed by the Quality Control Specialists to determine the adequacy of documentation and findings.

Consults with Quality Control Specialists to clarify and explain rules, regulations, and procedures.

Consults with agency staff to explain quality control procedures and functions and assist in projecting staffing and budgeting needs.

Assists in the implementation and coordination of policy and program regulations with field staff and management staff to ensure uniform application of policy.

Participates in staff development and in-service training programs.

Develops and manages program budgets.

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

Knowledge of: supervisory principles and techniques such as performance appraisal, training, and delegation; standards and practices for the administration of public assistance and quality control rules and regulations; social service laws and functions of social service agencies; interviewing and public relations techniques for conducting quality control reviews.

Ability to: supervise and direct the work of others; interpret program rules and regulations to other agency staff or the general public; exercise judgment in evaluating situations and making decisions; establish and maintain effective working relationships with agency staff; collect and analyze data.

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

Post high school coursework/training in: social or behavioral science, business/public administration, management or closely related area AND experience with Supplemental Nutrition Assistance Program (SNAP) or other Economic Assistance programs. Experience supervising, leading, monitoring and/or directing others.

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).