

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

PUBLIC AID QUALITY CONTROL REVIEWER

POSITION CODE: 35892
Effective: 12-1-02

DISTINGUISHING FEATURES OF WORK:

Under direction, performs a comprehensive and investigative review of sample case records and local office operations concerning the aid to families with dependent children, general assistance (Cook County), Medicaid and food stamp programs to determine compliance with the federal and state public assistance regulations by comparing state and federal policy; interviews clients and makes collateral contacts to verify responses to original interview; performs administrative reviews of local offices.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Reviews statistically selected by federal agencies or random, samples of assistance cases in order to obtain select characteristics as reflected in cases for the purpose of developing profiles of error prone cases.
2. Prepares and submits findings in reports to the federal government for use in assessing the propriety of the administration of the public assistance program in Illinois; determines the federal error rate on eligibility determination.
3. Recommends and identifies policy conflicts and needed procedural and policy changes affecting the statewide administration of the program in Illinois; works with local office administrators to develop remedial steps to affect positive changes in program administration.
4. Conducts interviews; makes home and collateral visits of selected cases to verify both positive and negative responses of eligibility information.
5. Reviews food stamp issuance offices to determine compliance with state policies and instructions in relation to sales procedures, depositing procedures, security systems, accountability systems and reporting procedures; participates in local office staff meetings and responds to questions from field staff regarding policy and procedures.

PUBLIC AID QUALITY CONTROL REVIEWER (Continued)

6. Performs analysis of administrative and office procedures, personnel administration, work flow, level of training of staff, communications flow, etc., of a local office; prepares a report of findings for the director; works with local office (county or district office) to develop corrective action; plans and performs follow-up to ensure that corrective action measures are taken.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college with coursework in one of the behavioral sciences.

Requires two years of professional experience in casework or related area.

Knowledges, Skills and Abilities

Requires extensive knowledge of casework principles, methods and practices.

Requires extensive knowledge of Illinois Public Assistance Code and related federal acts.

Requires extensive knowledge of agency policies, rules and procedures.

Requires extensive knowledge of interviewing techniques.

Requires ability to examine and evaluate data in accordance with established criteria.

Requires ability to define problems, collect data, establish facts, draw valid conclusions and interpret technical manuals.

Requires ability to prepare clear, concise and accurate reports, and interpret review findings and agency policies effectively in writing.

Requires ability to establish and maintain satisfactory working relationships with local staffs, recipients and the general public.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.