

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

PUBLIC AID QUALITY CONTROL SUPERVISOR

POSITION CODE: 35900
Effective: 6-16-95

DISTINGUISHING FEATURES OF WORK:

Under general direction, supervises, assigns and directs a case review field unit conducting corrective action reviews or performing investigative and analytical work relative to conducting administrative and sample case record and local office review studies concerning the aid to families with dependent children, general assistance (Cook County), Medicaid, and food stamp programs; evaluates and directs case review studies; evaluates and directs case review, analysis and compilation of review findings and makes recommendations for corrective actions; assists in developing review and survey methods and techniques.

OR

As a second line supervisor, supervises, assigns and directs an area wide program for quality control or corrective action; organizes, plans, executes and controls a comprehensive quality control program; assists in planning and preparing for new quality control or corrective action projects; acts as liaison for all federally mandated quality control reviews; performs, prepares, reviews and interprets case review findings, summaries and appeals.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises, assigns and directs field review staff or unit supervisors conducting administrative and sample case record review studies and special surveys or corrective action reviews in county departments of public assistance; assigns and reviews statistically selected, by federal agencies or random, samples of eligibility of public assistance recipients for the purpose of developing profiles of error prone cases.
2. Directs administrative and case review analysis in final evaluation, compilation and tabulation of review findings and survey information; supervises and compiles summary reports, to the federal government or director, of review and survey data and recommends adjustments or corrections.
3. Writes review and survey policies and procedures; develops worksheets and forms; directs staff training and the formulation of staff development plans; plans and assigns work.
4. Performs evaluation of completed cases in the area of correct application of policy and procedures; prepares statistical summaries of findings from data obtained from completed reviews; represents the Bureau of Quality Control, on a rotational basis, on the Administrative Review Committees or serves on Appeals Review Committees for the Bureau of Program and Field Management as assigned; reviews and interprets the review committees' findings as related to correct application of policy and procedures by field staff.

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5. Maintains controls on workload to ensure timely completion of cases on a weekly, monthly and semiannual basis; prepares production reports; identifies and rectifies production problems.
6. Evaluates and resolves personnel problems; accepts and responds to grievances at the first level; completes and conducts evaluations of subordinate staff; counsels employees on problems with productivity, quality of work, and personal conduct; issues oral and written reprimands; administers disciplinary action for infractions of established policy and procedures.
7. Performs final review functions on sample case records to assure correct application of state and federal policies; prepares statistical summaries of review findings and prepares narrative and summary reports for submittal to HHS and USDA in accordance with federal regulations; serves as liaison with federal monitors of the Quality Control Program; participates in appeals activities.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college.

Requires three years of professional experience in quality control or related area.

Knowledges, Skills and Abilities

Requires thorough knowledge of casework principles, methods and techniques.

Requires extensive knowledge of sources of social information, including other social agencies and their functions.

Requires working knowledge of the functions of state government and of the character of relationships between quality control of the state and higher and lower levels of government.

Requires ability to direct the activities of a professional and clerical staff in the development and interpretation of the program.

Requires ability to review and evaluate case data and effectuate technical procedures and policies.

Requires ability to present effective interpretation of policies and procedures, orally or in writing.

Requires ability to coordinate and interpret policies and procedures in a quality control program.

Requires ability to establish and maintain satisfactory working relationships with other administrators, field staff, employees and the general public.