

QUALITY ASSURANCE SPECIALIST

DISTINGUISHING THE FEATURES OF THE CLASS: This position exists in the Broome County Health Department Division of Child Development. The incumbent is responsible for the review, assessment and development of recommendations and materials needed to insure compliance of the Early Intervention/Education for Handicapped Children Program's policies and procedures. These policies and procedures are established within the Division per Early Intervention regulations, Education for Handicapped Children Program's Article 28, the New York State Department of Health and the State Education Department. Assessments are performed primarily through random sampling of cases, both independently and under the direction of the New York State DOH and SED. The incumbent identifies the most effective configuration of the program's features, and evaluates how these features combine to impact the lives of the children and families the Division Serves. The work is performed under the general supervision of the Director of the Division of Child Development, with considerable leeway allowed for the exercise of independent judgement in carrying out the details of the work. Supervision is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews and analyzes Early Intervention/Education for Handicapped Children Program files for compliance with applicable laws, regulations, policies and procedures;

Verifies information contained in the file through oral and written contact with families, providers, school districts and various agencies;

Recommends actions and procedural changes to the Director;

Reviews and analyzes laws, regulations, policies and procedures to identify requirements and concerns impacting case management within the Division;

Assesses family evaluation, service and satisfaction surveys for Early Intervention, the Education for Handicapped Children Program, the Infant Child Health Assessment Program and the Physically Handicapped Children Program.

Prepares technical reports, statistical analyses and both formal and informal communications for presentation/education regarding the mission of the Health Department's Programs;

Presents reports and recommendations at staff meetings for policy and procedure revisions and updates;

Designs and updates guides, forms and letters used by staff within the Division as aids to enhance effectiveness.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of federal, state and local Early Intervention/EHAP/PHCP/ICHAP laws and regulations as they affect eligibility for services and entitlement needed to ensure compliance;

Thorough knowledge of the Division's programs, policies and procedures;
Good knowledge of computer graphics and spreadsheet programs, their applications and capabilities;
Good knowledge of community resources;
Ability to analyze and organize complex data and prepare statistical and technical reports;
Ability to read and understand complex written material;
Ability to analyze facts obtained and use these facts in making judgements regarding compliance with laws, regulations, policies and procedures;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to communicate effectively, both orally and in writing;
Ability to operate a computer terminal;
Good judgement;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Education, Psychology, Sociology, Nursing or closely related field.

SPECIAL REQUIREMENT: Certain assignments made to employees in this position will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.