

## **QUALITY CONTROL COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this position is responsible for analyzing and evaluating various programs such as Public Assistance and Food Stamps within the Department of Social Services to ensure compliance with the appropriate laws, rules and regulations. The work is performed in accordance with procedures established by the New York State Department of Social Services and involves the preparation and comparative analysis of statistical records generated from the Welfare Management System (WMS). Case samples are reviewed to verify entitlements, along with other audits, to determine the necessity or range for warranted corrective actions. The work is performed under the supervision of the Deputy Commissioner of Social Services for Administration and the Deputy Commissioner of Social Services for Assistance Programs, with leeway provided for the exercise of independent judgement in administrative reviews, case reviews, exclusions, and evaluations of randomly selected quality control cases. Direct supervision is exercised over subordinate personnel assigned to the unit. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Conducts independent audits and procedural analyses to identify problem areas and makes recommendations, through formal reports, for modifications in order to adhere to Federal, State, and local laws, rules and regulations, thereby avoiding possible fiscal sanctions;

Conducts interstate and intercounty matches to prevent duplicate Assistance issuances, and initiates recoveries;

Acts as a liaison between other states, counties, local community agencies, organizations and advocates in order to resolve inconsistencies and enhance the county's public relations image;

Trains staff relative to the unit's policies and procedures;

Supervises the unit's staff while maintaining performance evaluations, attendance and discipline;

Recommends in which areas additional training for the unit staff may be beneficial;

Conducts special projects as requested;

Prepares oral and written reports;

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of Federal, State and local Social Service laws, rules and regulations that pertain to Public Assistance, Food Stamps and the Medicaid programs;

Thorough knowledge of the Broome County's Department of Social Services policies and procedures;

Good knowledge of rules, regulations and laws of programs which may affect eligibility requirements such as Workman's Compensation, Social Security, Unemployment Insurance Benefits, Child Support, and NYS Disability Benefits;

Good knowledge of the Welfare Management Computer System, the Child Support Information System, and the NYS Department of Motor Vehicles Computer System, their applications and capabilities;

Good knowledge of interviewing and investigative techniques;

Good knowledge of community resources;

Ability to identify problems and develop solutions;

Ability to read and understand complex written material;

Ability to analyze and organize complex data;

Ability to perform complex computations with accuracy;

Ability to prepare statistical and technical reports;

Ability to perform close, detailed work involving visual effort and strain;

Ability to communicate effectively both orally and in writing;

Ability to cope with frequent interruptions and fluctuations in work volume;

Ability to direct and supervise the work of others;

Resourcefulness;

Initiative;

Good judgement;

Tact;

Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A) Completion of two years (60 semester hours) of study in a regionally accredited or New York State registered college or university AND three years experience in examining, investigating or evaluating claims for Assistance, Veterans or Unemployment Benefits, Insurance or similar programs operating under established criteria for eligibility; or
- B) Graduation from High School or possession of an Equivalency Diploma and five years experience, as mentioned above; or
- C) An equivalent combination of training and experience, as defined by the limits of A) and B) above.