

## INCOME MAINTENANCE QUALITY ASSURANCE SUPERVISOR

Employees in this class are responsible for the supervision and coordination of the quality assurance program for Aid to Families with Dependent Children (AFDC), Food Stamps and Medicaid Programs within a region or a geographical part of the state. Employees provide administrative and technical supervision to Income Maintenance Quality Assurance Analysts and evaluate their work to determine the quality and quantity of case reviews, case processing, and case documentation. Employees assign cases or redistribute case assignments to subordinates, coordinate work flow operations, conduct desk reviews of all completed cases, and supervise staff through case reviews and consultations. Employees are responsible for short-range planning of work, training staff, resolving problems and administering personnel issues. Employees may provide input to higher level management on administrative, personnel and budget issues. Employees report to a higher level manager or Regional Director.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Work involves establishing annual objectives and goals to meet program objectives and predesigned federal and state standards relative to the quality and quantity of sample case reviews.

Organizing and Directing - Employees assign cases or redistribute cases to staff and maintain workload balance. Employees may shift caseloads to alleviate any problems in case processing.

Budgeting - N/A

Training - Employees provide on-the-job training for new staff and periodically explain and interpret new policy directives and quality assurance procedures.

Setting Work Standards - Employees participate in the development of qualitative standards for processing case reviews.

Reviewing Work - Employees conduct reviews of all completed cases that are processed by the analyst. Employees evaluate work to determine if cases meet pre-established quality and quantity standards. Staff conferences are scheduled on a monthly basis.

Counseling and Disciplining - Employees counsel with staff on performance problems and issue initial oral and written warnings for disciplinary actions. All disciplinary actions are discussed with supervisor.

Performing Other Personnel Functions - Employees interview applicants for positions supervised and make recommendations to higher level management on hiring decisions. Employees provide input on discussions concerning promotions and salary adjustments for individuals supervised. Employees participate in staff's performance evaluation and approve leave requests.

### II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised -The mission of the Quality Assurance program is stable. However, programs are periodically affected by changes in methodology, guidelines and shifting program emphasis. These changes may require the development of new approaches or procedures to meet program objectives.

Variety of Work Supervised - Employees supervise staff responsible for reviewing income maintenance case records and reported information to determine errors and the cause of errors in the intake, processing, and review of case.

Number of Employees Responsible For - Employees are responsible for supervising approximately five to eight professional employees.

III. EXTENT OF SUPERVISION RECEIVED: Work is reviewed by a higher level supervisor through activity reports, conferences, and discussions to determine progress in achieving established goals and objectives and for compliance with established policies and procedures.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - N/ A

Fluctuating Work Force - N/A

Physical Dispersion of Employees - Staff work out of regional Department of Human Resources offices, their homes, and at a variety of county Department of Social Services work sites.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of Quality Assurance policies and procedures. Considerable knowledge of the programs, forms, and documents used in determining eligibility in AFDC, Food Stamps and/or Medicaid programs. Considerable knowledge of the use of income maintenance manuals. General knowledge of all agency programs and services which could affect the client. Ability to instruct, organize, direct and supervise staff. Ability to integrate quality assurance policies and procedures with other income maintenance programs. Ability to maintain a satisfactory working relationship with staff, clients, and others contacted within the course of performing work and to communicate effectively. Ability to read, analyze, and interpret a variety of rules, regulations, and procedures.

Minimum Training and Experience Requirements - Graduation from a four-year college of university with a degree in a human services field, business or public administration and one year of experience in a supervisory or consultative capacity in an income maintenance program; or two years of experience as an income maintenance quality assurance analyst; or graduation from high school and eight years of experience in an income maintenance program, two of which must have been in a supervisory or consultative capacity; or an equivalent combination of training and experience.