



CLASSIFICATION SPECIFICATION

CLASS NUMBER 30181

QUALITY CONTROL REVIEWER

OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES

EFFECTIVE

The duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, a Quality Control Reviewer may not perform all of the duties listed. However, it is mandatory that the first duty (I) be performed a minimum of 20% of the time.



Summary of Essential Duties

The primary purpose of the Quality Control Reviewer position is to conduct in-house reviews of assigned cases to detect, correct and reduce errors in casework previously processed by other workers. The incumbent also provides statistical reports on error rates in assigned cases, and develops in-house policies and procedures for agency programs in collaboration with administrator.

Duties

Frequency: 65% +/-10%

- I. Conducts in-house reviews of assigned cases to detect, correct and reduce errors in casework previously processed by assigned staff determining eligibility for agency administered programs and services.

Frequency 20% +/-8%

- II. Provides statistical reports on error rates in assigned cases.

Frequency 10% +/-4%

- III. Develops in-house policies and procedures for agency administered programs and services in collaboration with administrator.

Frequency 5% +/-2%

- IV. Attends meetings and training sessions related to agency administered program and service issues.



**KSA'S FOR THE
JOB CLASSIFICATION OF
ELIGIBILITY CASE CONTROL REVIEWER**

DUTY	KNOWLEDGE	SKILLS	ABILITIES
I	Agency computer systems (e.g., CRIS-E);* Federal, State, & County public assistance laws, policies and procedures; State and Federal error classification codes; English grammar and composition.	Typing; Writing; Oral communication.	Perform basic and intermediate mathematical operations; Resolve recurring, standard problems; Interpret policies or procedures, technical material; Write reports and technical summaries; Analyze information and detect errors in the work of others.
II	Basic Agency functions, policies and procedures;* Agency computer systems (e.g., CRIS-E);* Statistical procedures; English grammar and composition; State and federal error classification codes; Federal, State, and County public assistance laws, policies and procedures; Administrative practices.	Typing; Oral Communication; Organization.	Perform basic and intermediate mathematical operations; Read, copy, and record figures; Gather, collate, and summarize data;
III	Basic Agency functions, policies and procedures;* Federal, State, and County public assistance laws, policies and procedures; Policy development and implementation in case control.	Oral Communication; Organization;	Answer routine questions/inquiries from supervisor; Gather, collate, and summarize data; Develop new procedures or policies.
IV	Federal, State, and County public assistance laws, policies and procedures; Federal, State, and County public assistance laws, policies, and procedures; Basic agency policies and procedures.*	Oral communication; Organization.	

* Developed after employment.



Minimum Qualifications

- One year of experience performing casework duties in full performance-level class in same area as assigned cases to be reviewed (e.g., eligibility/referral unit or social services unit).
- Or two years experience performing casework duties in developmental level class in same area as assigned cases to be reviewed (e.g., eligibility/referral unit or social services unit).
- Or completion of undergraduate major core coursework in behavioral science or social science or education. Also requires one year of experience in a position performing casework duties similar to the cases to be reviewed.
- Or completion of two years of technical education in behavioral science or social science. Also requires one year of experience in a position performing casework duties similar to the cases to be reviewed.
- Or four courses or 1 year of experience in behavioral science or social science, one course or six months experience in business mathematics, one course or six months experience in business English, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding or word processing. Also requires one year of experience in a position performing casework duties similar to the cases to be reviewed.

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

Unusual Working Conditions/Hazards

The position requires no unusual physical effort. Occasional walking, standing, bending, or lifting light objects is required. This position involves a very limited probability of any injury, accidents or health hazards. The position involves minor risks or discomforts that require normal safety precautions typical of office places.