

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

Ottawa County Dept. Job & Family Svcs.

AGENCY

DIVISION OR INSTITUTION
Income Maintenance

UNIT OR OFFICE

State Agency County Agency New Position Change County of Employment
Ottawa

USUAL WORKING TITLE OF POSITION
Quality Control Reviewer and Trainer

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20000.0 Eligibility/ Referral Specialist Supervisor

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. to 4:30 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

POSITION CONTROL NUMBER
25000.0

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
30%	<p>Conducts one's self with courtesy and consideration towards the public and coworkers at all times. Conducts case reviews of assigned public assistance, Comprehensive Case Management and Employment Program, Prevention Retention and Contingency, Temporary Aid to Needy Families/ Ohio Works First, Supplemental Nutrition Assistance Program, Medicaid, Non-Emergency Transportation, childcare, and workforce programming, following initial eligibility determination, case changes or reapplications made by agency staff to determine the accuracy of documentation, data entry, and action(s) taken. Accepts randomly selected cases for review. Analyzes and evaluates information in agency computer systems and in hard copy cases for review. Examines budgets, resources and other eligibility criteria to determine if cases were processed and documented in accordance with agency policies and procedures. Cites appropriate manual sections and policies violated, if applicable. Compiles information which results in determining whether correct decisions were made. Participates in employee performance and probationary reviews, based on results of training performance and case reviews. Refers cases requiring correction to appropriate worker and/or supervisor. Works with supervisor to identify areas of repeated errors and develops training materials and corrective actions to correct those errors. Maintains reliable and predictable attendance.</p> <p><i>Continued on following page...</i></p>	<p><i>Knowledge:</i> (1) agency computer systems (CRISe, OIES, OWCMS, BIC, ControlD, Dashboard, CCIDS, etc.); (2) Agency Policies & Procedures relative to TANF/OWF, Food Assistance, Medicaid, PRC, Childcare programs*; (3) Federal, State and County public assistance laws, policies and procedures; error codes; <i>Skills:</i> (4) Word Processing using Microsoft Office, (5) Operate fax, adding machine, photocopier machine, personal computer, (6) Oral and written communication, (7) Organizational skills; <i>Abilities:</i> (8) Define problems, collect data, establish facts and draw valid conclusions, (9) perform basic and intermediate mathematical operations, (10) Understand manuals and verbal instructions, technical in nature, (11) Gather, collate & classify information about data people or things, (12) Write reports and technical summaries, (13) Analyze information and detect errors in the work of others, (14) Develop new procedures or policies</p>

CLASS TITLE
Quality Control Reviewer/ Trainer

CLASS NUMBER
30181

30% Corrects and reduces errors in casework by independently analyzing, designing, planning. Utilize information from quality reviews of cases to identify and address training needs. Research and evaluates all related public assistance program regulations utilizing various state and county resources. Participates in development and completion of quality assurance reviews, continuous improvement and corrective action plans in public assistance division. Designs training materials (e.g., agenda, process documents, charts, desk aids, and schedule of training) for new and existing staff. Researches rules, regulations, databases, and state training material to respond to staff questions, and submits questions to respective state agency as needed, utilizing feedback to provide training on any updated policies procedures for agency. Monitors performance reports (e.g., Business Intelligence Channel – BIC - , Control D, OIES Reports, Ohio Benefits Worker Portal, etc.). Creates reports as needed for performance based data monitoring and corrective action training plans, as necessary

Knowledge: 1, 2, 3, Skills: 4, 5, 6, 7; Abilities: 8, 9, 10, 11, 12

20% Conducts training sessions, incorporating agency resources, technology and equipment in preparation and execution of training sessions. Sets up training equipment and physical arrangements to provide effective training. Evaluates effectiveness and prepares documentation of training activities (e.g., correspondence, evaluation, attendance tracking).

Knowledge: 1, 2, 3, Skills: 4, 5, 6, 7; Abilities: 8, 9, 10, 11, 12

10% Maintains confidential public assistance and social service caseloads: determines, approves and/or denies eligibility for various programs, prepares and maintains case records, notifies investigative unit as necessary to report cases of suspected fraud or over-issuance and completes appropriate forms; represents agency in hearing issues and responds to findings; processes corrections in cases as identified; answers routine inquiries either by phone or correspondence; makes referrals to other units and/or agencies as appropriate.

Knowledge: 1, 2, 3, (13) investigative practices, (14) interviewing principles; Skills: 4, 5, 6, 7, (15) investigating, (16) interviewing; Abilities: 8, 9, 10, 11, 13

10% Represents supervisor and agency in collaborative efforts with other counties and state. Provides assistance to supervisors as directed and acts as back up supervisor when supervisor is not available. Attends staff meetings, workshops, conferences and training sessions. All other duties as assigned.

Knowledge: 1, 2, 3, Skills: 4, 5, 6, 7; Abilities: 8, 9, 10, 11, 12

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE DATE

Stephanie M. Koval 4/9/2019