

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Quality Compliance & Improvement
Specialist Supervisor**

**Class Code: 51584
Pay Grade: GI**

A. Purpose:

Supervises staff that is responsible for conducting statewide evaluation of randomly selected Food Stamp, Temporary Assistance to Needy Families (TANF), and Medicaid cases.

B. Distinguishing Feature:

The Quality Compliance & Improvement Specialist Supervisor supervises a work unit in a multi-county area and is responsible for distributing the workload in a fair and equitable manner. The Economic Assistance Supervisor supervises a work unit in a large county or multi-county area and is responsible for the delivery of services within a service area.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Distributes work assignments to quality assurance staff across the state to ensure a fair and equitable workload.
 - a. Collects staff input to determine a relative weighting of time demands and complexity for each type of task performed on a monthly basis.
 - b. Establishes and maintains a database system to track employee workload and case distribution.
 - c. Evaluates the travel needs of the unit on a monthly basis and determines the most time efficient and cost efficient assignment of cases.
 - d. Communicates staff shortages and coordinates coverage during those staff shortages and absences.
 - e. Prepares monthly logs for the quality control program manager to track assignments to ensure they have been completed and submitted in a timely manner.
2. Collects and evaluates data received from Food Stamps, TANF, and Medicaid Quality Assurance Reviews; and quality control special projects and prepares draft reports on results/findings.
 - a. Identifies the goals and needs of all quality control projects.
 - b. Creates databases for each quality control project to capture the informational needs.
 - c. Utilizes databases and computer applications to prepare draft reports of results and a summary of findings regarding quality control projects.
3. Supervises subordinate staff to ensure that the objectives of the work unit are met.
 - a. Interviews and selects staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends and implements disciplinary action.
 - e. Conducts regular supervisory conferences with staff and conducts annual performance appraisals at satellite offices and manages work adjustment hours.
 - f. Responds to complaints, concerns, and needs of the community regarding delivery of program services.

- g. Analyzes staff situations to determine if they meet the criteria for FMLA or ADA provisions.
 - h. Assesses and recommends approval for Alternative Work Schedule requests.
 4. Instructs staff on methods to improve efficiency with automated office procedures.
 - a. Recognizes any need for increased efficiency in office procedures such as improved utilization of the computer or more efficient usage of available office equipment.
 - b. Assesses the problem and determines who should receive training.
 - b. Travels to satellite offices and provides training when necessary.
 5. Performs other work as assigned.

D. Reporting Relationships:

Typically supervises Quality Compliance & Improvement Specialists.

E. Challenges and Problems:

Challenges include determining each staff member's strengths, weaknesses, and areas of interest and utilizing staff most advantageously in the unit; and creating and maintaining new databases for frequently changing quality control projects.

Typical problems include identifying and reacting to short and/or long-term absences of staff and maintaining quality and timely reviews and equity in workload distribution.

F. Decision-making Authority:

Decisions include assigning work, creating and maintaining a system to achieve maximum workload equity among staff, what training staff need and how they will receive it, developing expectations for staff, and initiating disciplinary actions.

Decisions referred include interpretation and development of policies and procedures and final approval of hiring and termination of staff.

G. Contact with Others:

Occasional contact with community resources, clients, other department professionals, and public and private agencies.

H. Working Conditions:

The incumbent works in a typical office environment and travels extensively to satellite offices to monitor and train staff.

I. Knowledge, Skills and Abilities:

Knowledge of:

- effective methods of supervision;
- interviewing and reporting techniques;
- community needs and resources;
- Microsoft Office software products such as Access, Excel, and Word;

- various social, cultural, economic, psychological, and emotional factors influencing the behavior and attitudes of families and individuals;
- concepts related to client's rights, confidentiality, and professional ethics;
- variety of personnel issues including performance planning and review, selection and recruitment, training and orientation, corrective actions and disciplinary procedures, Americans with Disability Act (ADA), Family and Medical Leave Act (FMLA), and Worker's Compensation.

Ability to:

- communicate information clearly and concisely;
- direct and evaluate work performance;
- analyze and evaluate data and prepare corresponding reports;
- comprehend rules, regulations, and procedures for multiple programs;
- assess the strengths and interests of staff members and creates an environment to maximize their contributions;
- address problem areas with staff and communicate with staff to reach a solution;
- adapt to frequently changing types of reviews conducted by the quality control unit.