



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

HSD QUALITY ASSURANCE SPECIALIST

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
HSD Quality Assurance Specialist	G10701	65	70

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Review public assistance cases and provide verification of performance appraisals in regard to federal and state mandates. Provide oversight of case management and determinations, and act as the oversight link between public assistance field offices and federal government mandates, and are accountable for monitoring a representative sample of cases, conducting client interviews and investigations, documenting findings, and providing justification of decisions

Nature of Work

HSD Quality Assurance Specialists provide oversight of case management of Income Support Offices' management and staff. They conduct verifications of Family Assistance Analysts' case determinations of public assistance programs. They compile and analyze data and submit technical reports containing findings, statistics, and suggestions in accordance with federal and state mandates that require income Support Offices to demonstrate monitoring activities, evaluation of service delivery, and regulatory compliance. Quality assurance specialists provide technical expertise, consultation, and training to co-workers in the areas of case management oversight, interpretation of regulations, policies, procedures, manuals, coordination of multiple computer information systems, documentation, and report writing; as well as developing reference guides, report ideas and templates for tracking purposes.

Distinguishing Characteristics of Levels

Note: The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Reviews on a statewide basis, selected public assistance cases processed by department offices.
- Reviews actions taken by FAAs to validate eligibility determinations, authorizations, coordination of programs, services, and disbursements.
- Plans and carries out full field investigations.
- Evaluates adherence to state and federal standards regarding caseworkers' decisions that lead to positive or negative results for clients and/or the Department and federal sanctions.
- Records additional or contradictory findings.

HSD QUALITY ASSURANCE SPECIALIST

- Prepares findings on detailed federal forms, worksheets and multiple computer information systems.
- Submits case findings and offers suggestions for corrective action to management.
- Provides consultation and trains new co-workers to perform quality control field evaluations of Department case actions in multiple income support programs.
- Participates in establishing standards and methods for conducting field investigations, including developing reporting procedures, field investigation reference guides, reporting forms and templates, and methods of accountability.
- Compiles data, analyzes findings to determine problem areas in the application of state and federal prescribed standards, policies and procedures.
- Provides documentation for complex case reviews involving coordination of multiple information systems and databases.
- Generates comprehensive reports which may involve intake, interviews, process notes, statistical computations, objectives and recommendations.
- Performs related work as required.

Recommended Education and Experience for Full Performance

Bachelor's Degree in any field and three (3) years of experience as a Family Assistance Analyst, Income Support Specialist, Child Support Legal Assistant and/or Child Support Enforcement Case Worker.

Minimum Qualifications

High School diploma or Equivalency and five (5) years of experience as a Family Assistance Analyst, Income Support Specialist, Child Support Legal Assistant and/or Child Support Enforcement Case Worker.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NETTM is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Skills

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

HSD QUALITY ASSURANCE SPECIALIST

Speaking — Talking to others to convey information effectively.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Coordination — Adjusting actions in relation to others' actions.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 06/01/2007

Revised: 9/20/2011; 4/5/2016 (Min Quals)

** Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.