



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

HSD QUALITY ASSURANCE SPECIALIST SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
HSD Quality Assurance Specialist Supv.	G1070S	70	75

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

Purpose

Devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees**, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel. Reviews public assistance cases and provides verification of performance appraisals in regard to federal and state mandates. Provides oversight of case management and determinations, and acts 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 Specialist Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and provides 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 specialist supervisors 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

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

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.

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- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- Writes in a clear and concise manner.
- Develops networks and builds alliance; collaborates across boundaries to build strategic relationships and achieve common goals.
- Builds and manages workforce based on organizational goals, budget considerations, and staffing needs
- Ensures that employees are appropriately recruited, selected, and appraised; addresses performance issues.
- Keeps up to date on occupationally specific technological developments; makes effective use of technology to achieve results.
- 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.
- 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, one (1) year of which must be supervisory.

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Minimum Qualifications

High School diploma or GED 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*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Leadership - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

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

Leadership - Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

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.

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,

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

Bargaining Unit: N/A

Established: 04/27/2012

Revised:

***Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

****Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation. Not to be construed as minimum qualifications.*

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.