

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV38828
Job Class Code:	770	Salary Schedule:	AREG
EEO Category:	02	Grade:	19
Workers Comp Code:	9410		

Job Code Established:	10/01/01	Effective Date:	
Job Code Revised:		Effective Date:	

JOB CODE SERIES: Program Services Quality Evaluation Series

JOB CODE TITLE: PROGRAM SERVICES QUALITY EVALUATION

HRIS TITLE: PRG SVCS QU/EV

CHARACTERISTICS OF THE CLASS: Under general supervision, provides quality evaluation of program services. Analyzes public assistance case records and interviews recipients and collateral contacts to verify eligibility factors, benefit amounts, and case decision accuracy. Performs work within pre-determined time limits. Travel is required.

EXAMPLES OF DUTIES: Individual positions may be responsible for some or all of the duties listed below and/or other related duties. Reads and evaluates public assistance case reports and associated materials relating to cases selected for review. Interviews public assistance recipients to gather information to determine the accuracy of case determinations and benefits amounts. Verifies applicant's statements or claims with representatives of government and private organizations, employers, landlords, and/or others. Calculates public assistance claimant entitlement amount based on program rules and regulations. Analyzes all data and documents findings of investigation into client's social, family, financial, and employment situation or prospects. Composes reports and correspondence. Recommends corrective actions when required. Interprets state and federal statutes, laws and regulations. Consults manual, rule book, codes, and/or regulations as needed to perform duties. Studies federal regulations, program guidelines, and related documents to gain continued knowledge and understanding of federally funded programs. Attends periodic workshops and/or training sessions to improve working knowledge and skills. Confers with superior, presenting and resolving difficult problems or questions, discussing plans and actions to be taken, and making decisions. Drives automobile to various locations throughout the State, carrying out business of the work system.

WORK RESULTS/PRODUCTS: Unknown

RESPONSIBILITY: for detailed information through oral communication. Operate computer to review case records and to input data. Research and interpret statutes, laws, regulations, rules, and guidelines. Use good judgment and tact. Perform mathematical calculations. Travel to various locations throughout the state as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: federal, state, and agency laws, rules, and regulations governing operation of public assistance programs. Knowledge of public assistance eligibility determination processes used in the work system. Knowledge of public assistance automated systems. Knowledge of policies and procedures established for the work system. Knowledge of quality control programs. Knowledge of medical, legal, and/or technical terminology used in program and research documents.

Skill/Ability to: interviewing to elicit information. Skill in conducting research. Skill in data analysis, evaluation, and interpretation. Skill in oral and written communication and documentation. Skill in

interpersonal relations with public assistance recipients, collateral contacts, government agencies, private organizations, and others. Skill in time management.

Prefer: Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted. Typical ways to obtain the KSAs would be: Quality evaluation work experience reading and analyzing public assistance case records to determine the accuracy and timeliness of case decisions. Supervisory work experience directing and evaluating staff engaged in determining eligibility for public assistance benefits. Senior level experience making determinations for public assistance benefits.

SPECIAL SELECTION FACTORS: A valid Arizona driver's license is required.