

The Department of Social Services
Job Opportunities

Quality Control Reviewer

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Posting Date: March 15, 2010

Closing Date: March, 24, 2010

The Department of Social Services is presently recruiting to fill (1) Quality Control Reviewer position that reports to the Adult Services Unit at our Hartford Central Office. The incumbent in this position will be out-stationed at the Department of Social Services office located at 3580 Main Street, Hartford, CT.

Open To: State Employees Only

Position: Quality Control Reviewer
Position Number 34521

Bargaining Unit: (P-2) Social and Human Services

Salary Range: \$54,325 - \$69,277 (SH-22)

Location: 3580 Main Street, Hartford, CT 06120

PURPOSE OF CLASS:

In a state social service agency this class is accountable for performing the full range of technical tasks related to the quality control of benefits and/or assistance programs.

SUPERVISION RECEIVED:

Works under the general supervision of a Quality Control Supervisor or other employee of higher grade.

EXAMPLES OF DUTIES:

Reviews cases through case record analysis and full field investigation for conformance with pertinent state laws, regulations, policies and federal regulations; pursues each case to a definitive conclusion on eligibility and correctness of payment or documentation; identifies or assists in identifying broad causes for ineligibility and incorrect payments or documentation and suggests various corrective actions; works with department or division to help implement corrective actions; undertakes high priority special reviews and projects; completes and ensures accuracy of required federal and state reports; reviews methods of determining eligibility; maintains policy manuals and provides updates in response to changes in state and federal laws or regulations; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED - KNOWLEDGE, SKILL AND ABILITY:

Considerable knowledge of relevant state & federal laws, statutes & regulations; considerable knowledge of relevant agency policies and procedures; knowledge of principles and techniques of time and case management; interpersonal skills; oral and written communication skills; considerable interviewing ability; organizational ability; ability to prepare reports; analytical ability. Considerable knowledge of public assistance principles, methods and process.

EXPERIENCE AND TRAINING:

General Experience:

Seven (7) years of technical experience in the determination of client eligibility for public assistance or investigation of real or personal client assets in conjunction with eligibility determinations.

Special Experience:

One (1) year of the General Experience must have been in the class of Eligibility Services Specialist or Social Services Lead Investigator.

Substitutions Allowed:

College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one half (1/2) year of experience to a maximum of four (4) years for a Bachelor's Degree. A Master's Degree in a closely related area may be substituted for one (1) additional year of the General Experience.

Special Requirement:

Incumbents in this class may be required to travel.

Note: Applications will be accepted from candidates who have taken the current Quality Control Reviewer Examination Number #072750 and have received a passing score or State employees who have attained permanent status in the class. This position may be filled by candidates from mandatory Re-employment and SEBAC lists to whom we are obligated to give priority consideration.

APPLICATION PROCEDURE: Candidates should forward an “**original**” State of Connecticut Application for Examination of Employment (PLD-1). The PLD-1 Application Form may be downloaded from the State of Connecticut’s Department of Administrative Services Human Resources Services website at: www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS. Please forward your completed original State of Connecticut Application (PLD-1) to:

**Flora Alling, Human Resources Specialist
The Department of Social Services
25 Sigourney Street – 12th Floor
Hartford, CT 06106**

Fax: (860) 951-2979

APPLICATIONS MUST BE RECEIVED ON OR BEFORE Wednesday, March 24, 2010 Close of Business

An Equal Opportunity / Affirmative Action Employer