

SOUTHEAST TEXAS WORKFORCE DEVELOPMENT BOARD
JOB DESCRIPTION

Job Title: Quality Assurance Specialist-I
(Employer of Record West Central Texas Council of Governments)

Department: Quality Assurance/Technical Assistance

Reports to: Director of Quality Assurance/Technical Assistance

FLSA Status: Exempt

Salary Range: \$45,000 to \$47,000 annually (depending on experience)

Primary Function:

Monitors workforce development programs, under the oversight of the Southeast Texas Workforce Development Board (SETWDB), for quality assurance and compliance with Federal and State laws/regulations; contractual agreements, and SETWDB policies, procedures and guidelines. Acquires and evaluates information and prepares reports concerning scope of monitoring and conditions found. Work performed under general direction with extensive latitude for use of initiative and independent judgment. Works under the immediate supervision of the Assistant Director of Quality Assurance.

Essential Job Functions:

- Researches Federal, State and Local Laws, Regulations and Issuances that affect the various workforce development programs.
- Works with management to determine the focus and scope of a project, program elements to be evaluated, and methodologies to be used.
- Develops, implements and updates monitoring instruments and procedures.
- Examines program and fiscal data contained in application forms, client files, reports, or other records, to gather facts, verify correctness, or establish authenticity.
- Records information completely and accurately in order to identify relevant details, facts, and specifications.
- Prepares complete work papers, which clearly and concisely convey the results of monitoring reviews.
- Interviews persons and visits establishment as needed to validate information.
- Analyzes data obtained utilizing knowledge of administrative policies, regulatory codes, legislative directives, or other guidelines.
- Applies monitoring principles to define problems, collect data, establish facts, and draw valid conclusions.
- Prepares monitoring reports using language and format appropriate to subject matter and includes supporting documentation.

SOUTHEAST TEXAS WORKFORCE DEVELOPMENT BOARD

JOB DESCRIPTION

- Prepares complete work papers, which reflect, in an organized manner, the full extent of work performed all necessary supporting documents and conclusions.

Review and validate proper documentation of data elements that support program eligibility, services, and performance outcomes in order to ensure the accuracy of data collection and program integrity.

- Interprets and applies an extensive variety of technical instructions, federal regulations, state issuances and guidance letters, and SETWDB policies and procedures.
- Recommends corrective action necessary to assure compliance with standards set forth in contracts, memorandums of understanding, or agreements.

Exercises sound judgment and strict confidentiality regarding work performed, data gathered, outcomes, and reports.

- Other Responsibilities: performs other related duties as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Experience in a field relating to the agency program. Graduation from an accredited four-year college or university with major course work in a field relevant to the assignment is generally preferred. Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of local, state, and federal laws relating to the program area; of public administration and management techniques; of interviewing, training, and statistical analysis process; of program planning and implementation.

Ability to interpret policy and procedures, to evaluate quality control case review documentation for accuracy and completeness, to conduct interviews with clients. Ability to plan, monitor, develop and maintain an effective and harmonious relationship with fellow employees, officials, subcontractors, and the general public: communicate at a highly professional level in both oral and written forms. Ability to train others; to gather, assemble, correlate, and analyze facts; to devise solutions to problems; to write concise reports; and to develop and evaluate policies and procedures. Ability to learn to use different software package application, such as Microsoft Office as well as software used by state agencies to maintain data.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; teach with hands and arms; and

SOUTHEAST TEXAS WORKFORCE DEVELOPMENT BOARD

JOB DESCRIPTION

talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance visions, and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Office hours are 8:00 am to 5:00 pm, Monday through Friday. Dress is generally. Other information: Our website is www.setworks.org.

SUPERVISION AND GUIDANCE:

As the Quality Assurance Specialist, I report directly to the Lead Quality Assurance.

I have read this job description and have had the opportunity to discuss any questions I may have about it with the Director of Quality Assurance.

Employee Signature

Date

Supervisor Signature

Date