


POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Job and Family Services

DIVISION OR INSTITUTION
Athens County

UNIT OR OFFICE
Administration

POSITION CONTROL NUMBER 23000.1	<input type="checkbox"/> State Agency <input checked="" type="checkbox"/> County Agency <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Change			County of Employment Athens												
	USUAL WORKING TITLE OF POSITION Quality Control Supervisor		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 10000.0 JFS Executive Director													
NORMAL WORKING HOURS (Explain unusual or rotating shift) From: 7:00 a.m. To: 6:00 p.m. (Flex Time)																
JOB DESCRIPTION AND WORKER CHARACTERISTICS																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Minimum Acceptable Characteristics</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: top;">80</td> <td style="vertical-align: top;"> <p>Responsibilities include developing, implementing and maintaining procedural systems that monitor quality of all services delivered by agency. Evaluates areas of opportunity for improvement across all funding streams and programs and creates actionable plans to improve agency performance/service. Monitors internal compliance with all applicable federal, state, and local rules and regulations. Constructs, implements and leads internal service audits as directed. Issues findings and plans to Executive Director to improve delivery of services. Provides staff support to act on plans to improve delivery of services. Evaluates and researches specific issues related to quality from Executive Director. Assists agency management in performance monitoring across all programs. Collects, evaluates and summarizes quality service indicators for agency management. Manages the design and implementation of quality improvement initiatives at the request of agency management. Manages the design and implementation of regular, on-going quality improvement initiatives. Assists agency management in the development of new procedures and/or modifying existing procedures; planning for policy changes and implementing new programs or services. Develops training and presents material to staff. Engages in dialogue and problem-solving with team and other supervisors regarding issues of importance to staff. Supervises Benefit Recovery staff, including all supervisory functions including but not limited to hiring, training, evaluating and managing staff. Conducts regularly scheduled unit staff meetings to facilitate communication. Assists Benefit Recovery staff in daily operations of the unit. Collects, evaluates and interprets federal, state and local policies, procedures, rules and regulations and assists with instructing staff on changes to same.</p> </td> <td style="vertical-align: top;"> <p>Knowledge, Skills and Abilities: General knowledge of interviewing and time management skills and the principles and practices of public social service organizations; ability to establish and maintain effective working relationships within a team environment; ability to establish and maintain effective working relationships with clients, co-workers, and the general public; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to communicate complex ideas effectively, orally and in writing; ability to prepare clear and concise reports; ability to organize/manage own work schedule; ability to plan, manage, coordinate and prioritize multiple and varied activities and projects; skill in the use of computers and software, such as work processing and database applications. Ability to perform supervisory duties.</p> <p>Minimum Qualifications: Required: Associates Degree or higher in social sciences, management, business or other field applicable to the delivery of social services; Hands-on experience with current Ohio social service computer systems (CRIS-E, OBP, OWCMS, etc.); Experience in social service benefit eligibility; Possession of a valid Ohio driver's license.</p> <p>Preferred: Bachelor's Degree or higher in social sciences, management, business or other field applicable to the delivery of social services; prior supervisory experience.</p> </td> </tr> <tr> <td style="text-align: center; vertical-align: top;">15</td> <td style="vertical-align: top;"> <p>Performs administrative support functions for Executive and Assistant Director. Assists Executive Director in resolving case-specific issues as needed. 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CLASS NUMBER 30125 CDJFS	List Position Numbers and Class Titles of Positions Directly Supervised: 21002.0 Acct. Clerk 3			SIGNATURE OF AGENCY REPRESENTATIVE 												
				DATE 10-4-17												