

Program Audit and Quality Assurance Coordinator Tompkins County

Department: Department of Social Services
Classification: Competitive
Labor Grade: White Collar Grade 15
Approved: 9/2021
By: RP, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree in Business Administration, Business Management, Public Administration, Accounting or a related field **AND** two (2) years of experience in a senior account clerical title, an administrative title, as an auditor or similar title which included experience in at least one of the following areas: performing statistical or data analysis, performing project management, process analysis or fiscal analysis; **OR**
- (b) Graduation from a regionally accredited or New York State registered two-year college with an Associate's degree in Business Administration, Business Management, Public Administration, Accounting or a related field **AND** four (4) years of experience in a senior account clerical title, an administrative title, as an auditor or similar title which included experience in at least one of the following areas: performing statistical or data analysis, performing project management, process analysis or fiscal analysis; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** six (6) years of experience in a senior account clerical title, an administrative title, as an auditor or similar title which included experience in at least one of the following areas: performing statistical or data analysis, performing project management, process analysis or fiscal analysis; **OR**
- (d) Any combination of training and experience equal to or greater than that defined above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENTS:

The applicant must possess a valid New York State Class D driver's license at the time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative position responsible for development, planning, and coordination of the Department of Social Services' responses to program reviews and audits conducted by its NYS oversight agencies (the Office of Temporary Assistance, Office of Children and Family Services, Department of Health, and Department of Labor) and other funders. The position will conduct internal audits regarding casework documentation, eligibility determinations, and the application of appropriate codes to cases and authorized payments so as to support successful client outcomes and minimize the net local cost associated with the department's operations. Other responsibilities include supervision of two administrative workgroups.

The incumbent will have chief responsibility concerning tracking and reporting in the related areas of quality assurance, information security, and compliance. The position's responsibilities include supervision and enforcement of mandatory record retention and record expungement procedures. The incumbent will collaborate with supervisors and division heads to develop and implement internal policies and practices to comply with other regulations as defined by the State or the County. The incumbent will exercise high autonomy, working directly with the department's senior administration, and, within their areas of responsibility, provide supervision over ongoing, permanent work groups' activities.

The incumbent will both track and access existing data to create reports and other relevant tools to analyze program quality, measure program outcomes, evaluate efficacy, and improve internal work flows. The incumbent will identify trends through department-wide data analysis and make policy and procedure recommendations to the Department Head and/or their designee to improve efficiencies and quality of service. All work in this title is performed under the general supervision of the Department Head and/or their designee.

TYPICAL WORK ACTIVITIES:

- Supervises the Eligibility and Clerical Support units within the Children's Services Division
- Administers, initiates and manages workgroups conducting process mapping and work flow analyses;
- Functions as the liaison between the Department Head and contractors;
- Supervises and provides administrative support for employees with respect to making eligibility determinations and casework decisions and documenting same, with particular emphasis on maintaining requisite supporting documentation, correct eligibility coding of cases, and correct use of codes in payment authorizations.
- Functions as liaison and support for joint projects between departmental divisions and, potentially, with other county departments;
- Works with stakeholders and providers to define/develop efficient work flows and processes;
- Works with the department's Staff Development Coordinator with respect to staff training in the use of state-mandated computing systems and other Department wide initiatives;
- Supervises work groups and projects aimed at improving Departmental efficiency and customer service;
- Generates statistical and narrative reports necessary to measure outcomes;
- Creates and maintains databases to record and report on data in a meaningful way to clinicians, psychiatrists, care managers, nurses and administrators.

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of work flows, processes and practices of a local social services districts within New York State;
- Thorough knowledge of laws, regulations, and policies impacting Social Services' programs and activities;
- Thorough knowledge of computer operations with regard to database, spreadsheet and word processing applications;
- Thorough knowledge of the principles and practices of regulatory compliance;
- High interpersonal skills necessary to work well with colleagues, other county departments, service providers and community groups;
- Strong ability to work independently and autonomously;
- Ability to promote and facilitate multi-disciplinary collaborative teamwork;
- Ability to facilitate planning processes, understand how systems work, develop work plan and create timelines for implementation of projects;
- Ability to define priorities and resolve problems that may occur;
- Ability to prepare and present ideas clearly and concisely, both orally and in writing;
- Ability to develop and implement new operating procedures, methods, and policies;
- Ability to analyze, prepare, format and present data in a variety of complex statistical reports;
- Ability to follow complex verbal and written directions;
- Good judgment, accuracy, integrity, resourcefulness, and tact are required;
- The employee's physical and mental condition shall be commensurate to the demands of the position.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen and be able to satisfactorily perform the essential functions of this job. The employee's hearing must be sufficiently acute to enable him or her to hear, understand and carry out verbal instructions. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms to perform the essential functions of this job. Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. He or she may occasionally be required to work alone. Almost all work is performed indoors in a temperature-controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job. The employee may at times be asked to drive to get to remote locations, or otherwise demonstrate the ability to meet the limited transportation requirements of this job.

The work involves considerable demands from extremely tight deadlines generated by regulatory mandates. High interpersonal skills are necessary in order to plan and coordinate inter-departmental cooperation and collaboration across a diverse range of professionals. Internal contacts are across departments and affect the development and implementation of projects or issues.

External contacts include communication and negotiation with representatives from oversight agencies, contractual service providers, technology vendors, grant funders, and others as necessary to develop and deliver programs and services. Client contact may be a necessary function of this position. The work environment has minimal exposure to disagreeable conditions and the employee's risk level is low. The work will require strong skills in the use of standard business software to generate reports

accurately and efficiently. To be effective, the incumbent will need to acquire a high level of operational knowledge regarding several State-supported and State-mandated databases and applications. The nature of this position is such that it does require considerable visual effort on a day-to-day basis. However, the employee's physical effort is minimal.

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