



Winnebago County
The Wave of the Future

**JOB POSTING
(EFFECTIVE 01-01-2025)**

POSITION TITLE: Quality Assurance Specialist
LOCATION: Human Services – Long Term Support
HIRING RANGE: \$32.16 -\$35.73/Hr.
STATUS: Full Time
HOURS PER WEEK: 40
WORK HOURS: 8 am – 4:30 pm

APPLICATION DEADLINE: Ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

**WINNEBAGO COUNTY
POSITION DESCRIPTION**
October 2024

POSITION TITLE: Quality Assurance Specialist – Family Support Team

DEPARTMENT: Human Services – Long Term Support Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Determines functional eligibility for individuals who have a disability, ages 0 to 22 to enroll in the Children's Long Term Support program. Supports staff and assists with submitting request for approvals of high cost plans and home modifications. Assures Critical Incidents are reported and completed timely. Monitors enrollment reports and time logs. Assists with developing policies and procedures. Reviews functional screens, case notes and documentation in files for compliance.

ESSENTIAL FUNCTIONS:

1. Assesses and evaluates initial eligibility for publicly funded programs. Works collaboratively with children and families to identifying their strengths and needs. Monitors agency functional screens to assure they are completed accurately and timely.
2. Conducts file reviews to assure compliceance with state requirements. Assists with developing policies and procedrures to assist staff with adhering to program requirements.
3. Supports staff to develop high cost plan, home modification and outlier requests. Assists with submitting these requests and tracking the process for approval.

ADDITIONAL ESSENTIAL DUTIES:

1. Conducts assessments and evaluations for initial eligibility of Waiver and Children's Community Option Program funding.
2. Assures Critical Incidents reports are completed timely.
3. Assesses Critical Incident reporting for trends and areas that need to be addressed.
4. Monitors state enrollment dashboard regarding timely eligibility and enrollment data.
5. Conducts random file reviews to assure all required documentation is present.
6. Assists with preparing for annual Metastar audit.
7. Assists with developing policies and procedures to guide staff to comply with state waiver requirements.
8. Supports staff to develop and submit high cost plan requests.
9. Supports staff to properly submit requests for home modification approvals.
10. Develops outlier requests and tracks to make sure they are updated as needed.
11. Communicates with supervisor the results of monitoring the above areas.
12. Seeks out training opportunities to enhance knowledge, skills and practice. Attends team, supervisory, and division meetings as well as supervisor recommended training.
13. Conducts home visits with children and their families and is flexible in availability
14. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
15. Knowledge and/or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
16. Acts as Functional Screen Liasion.
17. Monitors FSIA, Forward Health and other reports assure program timelines are met
18. Provides training and ongoing assistance to staff as needed
19. Assists with general compliance to program or county policies and procedures
20. Communicates with DHS staff, other agency staff and community entities as needed
21. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to: Program Supervisor - Family Support.
2. Works regularly with members of the public, referral resources, and community agencies.
3. Works with state DHS staff.
4. Collaborates with Human Service professionals also involved with the child or family.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's degree or higher from an accredited institution of higher learning, preferably in Human Services or a related field.
2. A minimum of one year experience in the human services field working with children and families with disabilities.
3. Training and certification to provide Comprehensive Community Services Service Coordination, in conjunction with CLTS service coordination, is preferred.
4. Children's Long Term Functional Screen Certification, is preferred.
5. Possess current valid driver's license and access to a vehicle to perform required work duties.
6. Must provide evidence of meeting or exceeding the minimum automobile liability insurance requirements contained in the Winnebago County Travel Ordinance.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to adjust to ongoing referrals and the need to prioritize the needs of customers.
2. Capability to skillfully plan and organize workload in an efficient and effective manner.
3. Aptitude to communicate effectively and professionally at all times with others both verbally and in writing.
4. Knowledge of basic computer programs, such as Outlook, Microsoft programs, consumer database and the Internet.
5. Utilization of conflict resolution, problem solving and critical thinking.
7. Focus on active listening and empathic responses to individuals.
8. Knowledge related to Trauma Informed Care and a Secondary Traumatic Stress.
9. Willingness to meet clients and families outside typical work schedule.
10. Ability to effectively address and resolve conflict in a professional manner.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and locations.