

QA Specialist

Veritas-HHS

Job Location: Baltimore, MD

Full Time/Days

JOB SUMMARY:

The Quality Assurance Specialist conducts reviews and audits of child support cases to ensure compliance with state and federal mandates and identify staff training needs. This position also develops and monitors performance metrics and reports to improve program outcomes.

- Conducts quarterly random sample and targeted audits; communicates results to management team and trainer
- Conduct federally mandated self-assessment reviews and legislative audits
- Collects, analyzes, and summarizes performance data, determining if trends exist that are affecting performance
- If performance is below the required standard, works with senior staff to document the underlying causes and prepares and distributes management report
- Facilitates project response to any adverse audit findings
- Works with analyst to assess the impact of changes to standard operating procedures on workflow
- Provides input on training plan

MINIMUM REQUIREMENTS:

- Four years' experience in child support services or related human services field
- Excellent math skills and working knowledge of data analysis/statistical methods
- In depth understanding of quality control procedures
- Solid communication skills
- Proficient in MS Office

EDUCATION/LICENSES/CERTIFICATIONS:

- Bachelor's degree in business administration or relevant field preferred

FOR MORE INFORMATION/TO APPLY:

<https://recruiting.paylocity.com/Recruiting/Jobs/Details/4184925>