



## Job Description

**Job Title:** Quality Control/Audit Specialist  
**Department:** Child Care Resource and Referral – Region V  
**Reports To:** Subsidy and Resource Coordinator  
**FLSA Status:** Non-Exempt  
**OSHA Category:** Category 3

**Summary:** The primary function of this position is to audit cases to determine the accuracy and quality of the case work. The Quality Control / Audit Specialist will provide training, support, mentoring and feedback to assist Case Managers in achieving and maintaining a zero percent error rate.

### Essential Duties and Responsibilities:

- Assist the Subsidy & Resource Coordinator and Supervisors in developing quality control process for case management services and a successful strategy to decrease and maintain the error rate in case files to 0%
- Conduct audits on 100% of case files
- Visit all offices in Childcare Region V on a regularly scheduled basis for quality review including conducting case audits, etc.
- Generate outcome reports and graphs
- Develop improvement plans on an individual basis to increase quality and accuracy in the case management process
- Review and monitor tickler system to advise Supervisors and Case Managers of any overdue reviews
- Provide on-going monthly training for all case management staff
- Provide one-on-one training to Case Managers to increase knowledge of policy and case management accuracy
- Provide ongoing monthly audits and report findings to Subsidy & Resource Coordinator, Supervisors and Case Managers on audit outcomes
- Follow up on all case management errors to ensure correction by the deadline
- Coordinate training with individuals to increase productivity and accuracy
- Subsidy & Resource Coordinator on an ongoing basis to discuss key issues and outcomes of audits and error rate percentages
- Assist with case management duties and carry a caseload in the event of staff turnover

Mission Statement: *“Working together with individuals, families, and communities to provide resources for a better life”*

ALL PERSONNEL ARE AT WILL EMPLOYEES  
MountainHeart Community Services, Inc. is an Equal Opportunity Employer  
Revised: Oct. 23, 2024 (CCR&R Region V)

- Participate in community outreach activities as assigned
- Refer all suspected cases of child abuse and neglect to WV DoHS
- Adhere to duties as listed in WV DoHS Child Care Resources and Referral Policies and Procedures
- Maintain confidentiality
- Perform other duties as assigned to enhance, improve, and accomplish the agency's mission and strategic goals
- Collaborate with agency colleagues to reach agency goals and objectives
- Participate in agency committees as needed

**Desirable attributes:** Bilingual

**Supervisory Responsibilities:** This position has no supervisory responsibilities.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in a timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.
- Empathy – Values the feelings of others to ensure pleasant workplace relationships and customer satisfaction.
- Teamwork – Go above and beyond your essential task and collaborate with colleagues to achieve agency goals and results.

### **Core Values**

To perform this job successfully, you must adhere to the agencies core values:

- |                      |                 |
|----------------------|-----------------|
| • Empathy/Compassion | • Inclusiveness |
| • Teamwork           | • Considerate   |
| • Equality           | • Innovation    |
| • Respect            | • Ethics        |

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of knowledge of Microsoft Word, Excel, Power Point and PATH. Excellent telephone skills. Ability to use and maintain office equipment. Maintain a safe, clean, and functional office work environment.

*Mission Statement: "Working together with individuals, families, and communities to provide resources for a better life"*

ALL PERSONNEL ARE AT WILL EMPLOYEES  
 MountainHeart Community Services, Inc. is an Equal Opportunity Employer  
 Revised: Oct. 23, 2024 (CCR&R Region V)

Must have good memory, organizational and listening skills.

**Education and/or Experience:**

Bachelor's degree in human services, early childhood, or related field. Must have working knowledge of the FACTS program and WV Child Care policy.

Must have a valid West Virginia driver's license; clear criminal background with no charges related to child abuse, domestic violence or drug charges; and a clear APS/CPS check. Must be bondable.

**Language Skills:**

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from clients, customers, and the public.

**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 stand. The employee is frequently required to sit, reach, hear and talk. The employee may occasionally lift and/or move up to 25 pounds.

**Work Environment:**

The noise level in the work environment is usually quiet with the inside temperature in offices kept at a comfortable level of 70 degrees.

Frequent and extensive travel within the service delivery area is required. The employee may also be required to travel within and outside of the State of West Virginia. Nontraditional work hours may be required to meet contractual requirements.

---

Employee Signature

Date

Mission Statement: *"Working together with individuals, families, and communities to provide resources for a better life"*

ALL PERSONNEL ARE AT WILL EMPLOYEES  
MountainHeart Community Services, Inc. is an Equal Opportunity Employer  
Revised: Oct. 23, 2024 (CCR&R Region V)