**Position**: Quality Assurance Specialist II

**Position Status**: Full-Time

**Department**: Social Services

**Salary**: $54,286.99

**Opening Date**:May 19, 2022

**Closing Date**:June 2, 2022

**Position Description**:

Employees in this class evaluate the work of direct-service social workers in the child welfare section on an ongoing basis to ensure the documentation and procedures are in accordance with the state law administrative rules and state and agency policy, standards, and procedures. Work involves analyzing quantitative and qualitative data regarding unmet needs for present and projected services, quality and accessibility of services provided, efficiency and effectiveness of service delivery, and systematic barriers to serving families. Work involves in-depth, thorough, accurate training information and providing an accurate assessment of the trainee’s ability to learn and demonstrate the information learned. Conclusions of observations, data elements gathered and auditing information/project outcomes will be provided to management staff. This position manages the agency’s critical incident review process which involves reviewing all casework related to a critical incident within the child welfare section and reporting findings. Work is performed independently under the direct supervision of a Social Work Supervisor III CPS.

**Responsibilities**:

Essential Duties and Tasks

* Evaluates the work of child welfare staff by following the agency’s case review protocol, the Child and Family Team Review protocol, and the Division of Social Services Process Review protocol.
* Pulls samples of case records open in the Child Welfare Section through a random selection process that ensures the records of all social work staff are reviewed within 90 days.
* Review cases using the Federal Review Tool and the most current version of the Division of Social Service Process Review Tool or an internal Review Tool.
* Share results with the Director, Child Welfare Program Manager, and the social worker’s direct supervisor(s).
* Assists management in reaching decisions on future activities or operations for specific programs within child welfare as necessary.
* Provides one-on-one (peer to peer) and group training to child welfare staff to target areas needing improvement.
* Identify trends in work product areas needing improvement and communicates with the child welfare program manager, supervisors, and staff development worker, and assist with developing training demonstrations, instruction, field observation, and quality assurance that clearly conveys policy expectations, promotes effective social work practice, and support individual performance improvement.
* Works in partnership with agency management to improve child welfare practice.
* Assists in integrating components of key agency initiatives that are driven by the practical use of data to improve outcomes for children and families involved in the child welfare system.
* Guides new workers in assessing family dynamics, capitalizing on family strengths, and utilizing or developing support systems to maintain child safety, as part of their training.

Additional Job Duties

* Assists with both short and long-term planning within the Department of Social Services through direct activity and provision of technical assistance to Child Welfare Section leadership.
* Assists in developing and maintaining basic management and program data as pertains to the Child Welfare Section’s performance.
* Assists in the development of activities designed to improve outcomes for children and families.
* Assists in the implementation of activities and measurement of indicators identified and evaluating the effectiveness of said activities.
* Performs related duties as required.

**Qualifications**:

* Master’s degree from an accredited school of social work and two years of social work experience; or
* Bachelor’s degree from an accredited school of social work and three years of social work or counseling experience; or
* Master’s degree in a counseling field and three years of social work or counseling experience; or
* A four-year degree in a human services field or related curriculum and four years of social work or counseling experience; or
* Graduation from a four-year college or university and five years of experience in rehabilitation counseling, pastoral counseling or a related human service field providing experience in the techniques of casework, group work or community organization; or
* An equivalent combination of training and experience.

Applications may be filed online at [www.alexandercountync.gov](http://www.alexandercountync.gov) or by mail to

Alexander County Human Resources, 621 Liledoun Road, Taylorsville, NC 28681.