LOCATION: DEPARTMENT OF COMMERCE
DIVISION OF REHABILITATION SERVICES
QUALITY ASSURANCE UNIT
STATEWIDE

SCHEDULE: DAY SHIFT UNLIMITED ORIGINAL FULL-TIME PERM.

FTE: 1.00

DUTIES: UNDER THE SUPERVISION OF THE SENIOR MANAGER,
QUALITY ASSURANCE/POLICY DEVELOPMENT UNIT, THE
QUALITY ASSURANCE SPECIALIST WILL PROVIDE A
COMPREHENSIVE PROGRAM OF QUALITY ASSURANCE AND
TRAINING STATEWIDE.
*PARTicipates on a statewide policy review and
development team.
*Provides technical assistance on casework
matters to district managers, branch office
managers, counselors and support staff.
*Recommends and effects operational changes to
facilitate efficient and effective
accomplishments of service delivery.
*Reviews office/employee caseloads relative to
casework service efficiency and recommends
improvements where appropriate.
*Provides comprehensive on-the-job training and
technical assistance to staff.
*Conducts comprehensive territory reviews, ipe
reviews, individual casework reviews and
periodic statewide quality assurance reviews.
*Based on results of the reviews, will provide
written recommendations for systems change in
policy and procedures.
*Works with program evaluation staff to provide
technical assistance and guidance to staff to
improve rsa and wic a data.
*Assist the district manager and branch office
manager with technical assistance and guidance
to address day to day performance deficiencies
as identified through district/branch office
manager reviews.
*Provides technical assistance throughout the
state to correct casework deficiencies.
*Knowledge of word, excel, outlook, zoom and
SKYPE FOR BUSINESS.
*WILL TRAVEL THROUGHOUT THE DISTRICT, TO AND FROM THE STATE OFFICE, OR TO OTHER OFFICE LOCATIONS WHEN REQUESTED. A VALID DRIVER’S LICENSE IS REQUIRED.
*THIS POSITION WILL BE FILLED INTERNALLY ONLY FROM WITHIN THE WEST VIRGINIA DIVISION OF REHABILITATION SERVICES. APPLICATIONS FROM OUTSIDE THIS AGENCY WILL NOT BE ACCEPTED.*
PN 0932P00286

REQUIREMENTS:

TRAINING: GRADUATION FROM AN ACCREDITED FOUR-YEAR COLLEGE OR UNIVERSITY.
SUBSTITUTION: ADDITIONAL QUALIFYING EXPERIENCE AS DESCRIBED BELOW MAY BE SUBSTITUTED FOR THE REQUIRED TRAINING ON A YEAR-FOR-YEAR BASIS.
EXPERIENCE: FOUR YEARS OF FULL-TIME OR EQUIVALENT PART-TIME PAID EXPERIENCE IN PROVIDING TECHNICAL OR PROGRAMMATIC ASSISTANCE TO STAFF, USERS OR PARTICIPANTS IN A REHABILITATION SERVICES AREA. TWO YEARS OF THE QUALIFYING EXPERIENCE MUST HAVE BEEN AT A LEVEL CONSISTENT WITH THE WORK PERFORMED AT THE REHABILITATION SERVICES SPECIALIST LEVEL.

SALARY:
PAY GRADE 017  $36,779.04 - $68,040.96

DEADLINE:
AUGUST 07, 2020

TO APPLY:
SEND DIVISION OF PERSONNEL APPLICATION TO:
MR. TERRY W. BLAIR
DIVISION OF REHABILITATION SERVICES
ADMINISTRATIVE OFFICE, 107 CAPITOL STREET
CHARLESTON, WV 25301

PLEASE INCLUDE POSTING NUMBER RS2061 ON APPLICATION