

**Jefferson County
Position
Description**

Name:	Department: Human Services	
	Division: Economic Support	
Position Title: Quality Assurance Specialist	Pay Grade: 6	FLSA: Non-exempt
Date: August 2026	Reports To: Economic Support Supervisor	

Purpose of Position

The Quality Assurance Specialist is responsible for ensuring accuracy, compliance, and consistency in the administration of the FoodShare program. This position performs quality reviews of eligibility determinations, monitors compliance with federal and state regulations, utilizes Department of Health Services quality assurance tools, and supports Southern Consortium quality assurance and operational processes. The specialist works closely with Economic Support staff to maintain program integrity, improve performance outcomes, and provide excellent service to county residents.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Conduct quality assurance reviews of FoodShare eligibility cases to ensure compliance with federal, state, and county policies and procedures.
- Review and evaluate eligibility determinations, case documentation, processing timelines, and benefit calculations for accuracy.
- Utilize Wisconsin Department of Health Services (DHS) quality assurance tools, reports, and review systems to monitor program performance and compliance.
- Apply and support Southern Consortium quality assurance procedures, workflows, and operational standards.
- Identify trends, deficiencies, and areas of risk within FoodShare case management practices and recommend corrective actions.
- Provide feedback, coaching, and technical assistance to Economic Support staff regarding policy interpretation, eligibility procedures, and quality expectations.
- Develop and maintain quality control reports, audit findings, and corrective action recommendations.
- Monitor changes in FoodShare policy and communicate updates to staff and leadership.
- Assist with staff training related to eligibility determination processes, documentation standards, DHS review expectations, and program compliance requirements.
- Collaborate with supervisors, consortium partners, and management to improve workflow efficiency and program outcomes.
- Participate in internal and external audits and prepare documentation as required.
- Maintain confidentiality of client information in accordance with applicable laws and regulations.
- Perform additional duties as assigned to support program operations.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.

- Demonstrates dependable attendance.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Minimum Training and Experience Required to Perform Essential Job Functions

- Associate degree (2-year degree) in Human Services, Public Administration, Business Administration, Social Work, or a related field, or comparable experience in lieu of education.
- Demonstrated experience making FoodShare eligibility determinations.
- Experience using Wisconsin Department of Health Services quality assurance tools and systems.
- Knowledge of Southern Consortium processes and operational procedures related to Economic Support programs.
- Strong knowledge of FoodShare policies, eligibility rules, and public assistance regulations.
- Ability to analyze complex information and make sound decisions based on policy and regulations.
- Strong organizational, communication, and interpersonal skills.
- Proficiency with CARES, related eligibility systems, databases, and Microsoft Office applications.
- Ability to maintain confidentiality and exercise professional judgment.

Preferred Training and Experience Required to Perform Essential Job Functions

- Preferred minimum of five (5) years of experience administering the FoodShare program.
- Experience in quality assurance, quality control, auditing, or compliance monitoring within public assistance programs.
- Experience training or mentoring eligibility staff.
- Knowledge of Wisconsin Economic Support programs and consortium operations.
- Experience using Wisconsin Department of Health Services quality assurance tools and systems.

Other Requirements – Certificates/Licensures**Knowledge, Skills, Abilities**

- Ability to reliably and predictably carry out one's duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

Supervision

None.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. May encounter consumers who are verbally or physically abusive.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

Supervisor

Date

Human Resources

Date