



**DEPARTMENT OF REHABILITATION SERVICES,  
DISABILITY DETERMINATION SERVICES  
JOB OPPORTUNITY**

**EDUCATION SERVICES SPECIALIST (QUALITY ASSURANCE SPECIALIST)**

**This position is 100% Federally Funded**

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Open To:** DORS EMPLOYEES ONLY

**Location:** 309 Wawarme Street, Hartford, CT 06106

**Job Posting No:** 32368

**Hours:** Monday – Friday, 35 hours per week

**Bargaining Unit:** Education Professions (P3-A)

**Salary:** \$76,374.00 - \$99,111.00 (EA-30)

**Closing Date:** November 8, 2016 – November 15, 2016

The Department of Rehabilitation Services, Bureau of Disability Determination Services, is seeking to fill an Education Service Specialist/Quality Assurance Specialist position. The selected candidate will be responsible for conducting quality reviews on the medical, vocational, technical, and legal aspects of a wide range of disability claims as well as providing training to case processing and medical consultant staff. The Quality Assurance Specialist is responsible for ensuring that DDS staff is compliant with the overall policies and criteria of the SSA disability program involving initial, reconsideration, and continuing disability review claims. He/she is expected to provide feedback, guidance and training to consultant staff regarding residual functional capacity evaluations and other assessment forms. The Quality Assurance specialist analyzes data to identify trends, draws well-supported conclusions, and prepares management information reports. The selected candidate may assist other components with training, policy review and workloads when necessary. A Master's degree is preferred

The preferred candidate will possess:

- Exceptional knowledge of Social Security disability adjudication principles, policies, methods, procedures and the ability to explain policy and program standards to DDS staff.
- Strong interpersonal skills including the ability to collaborate with a wide variety of people with different backgrounds as well as the ability to diffuse difficult situations.
- Considerable ability in using sound reasoning and critical thinking to analyze information.

**EDUCATION SERVICE SPECIALIST (QUALITY ASSURANCE SPECIALIST)**  
**DEPARTMENT OF REHABILITATION SERVICES, DISABILITY DETERMINATION SERVICE**  
**Page 2**

- Exceptional oral and written communication skills to provide clear and concise feedback to staff regarding program and policy standards.
- Considerable organizational skill as well as the ability to manage highly complex, detailed information and a large volume of work.
- Prior experience in mentoring, training, and performing quality reviews..

**RESPONSIBILITIES:** Conducts in-line and end-of-line reviews to determine accuracy and compliance with regulatory policy and procedure as well as compliance with agency policy and procedure, both substantive and technical. Analyzes data to determine trends and general training needs and translates information into management information reports. Maintains an updated resource of all pertinent rules, regulations, and policies for program administration. Develops, coordinates and performs training for case processing staff and medical consultant staff. Acts as a resource person for case processing units and medical consultant staff. Performs other duties and assignments as required.

**KNOWLEDGE, SKILL AND ABILITY:** Thorough knowledge of the Social Security Disability and Supplemental Security Income Programs. Experience in staff evaluation. Experience in developing and initiating training relative to regulatory policy/procedure and program changes. Considerable knowledge of relevant agency policies and procedures, considerable knowledge of principles and practices of quality appraisal. Ability to identify deficiencies, analyze data, and translate into written management information reports. Skill in utilizing information systems for report preparation. Ability to develop and maintain cooperative working relationships with all staff levels. Considerable skill in oral and written communication.

**EXPERIENCE AND TRAINING:** A Master's degree and three (3) years professional experience or, in lieu thereof, an equivalent combination of experience and training as approved by the Department of Rehabilitation Services.

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

**Application Instructions:** Interested and qualified candidates who meet the above requirements should submit the following and forward as indicated below:

1. State of Connecticut Application for Employment (CT-HR-12), available online at: [www.das.state.ct.us/exam/default.asp#APPLICATION FORMS](http://www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS).
2. Two (2) most recent service ratings to:

[DORS.Recruitment@ct.gov](mailto:DORS.Recruitment@ct.gov)

**THE POSTING NUMBER MUST BE IN THE SUBJECT LINE OF THE EMAIL**

or

**Department of Rehabilitation Services**  
**55 Farmington Avenue, 12<sup>th</sup> Floor**  
**Hartford, CT. 06105**  
**ATTN: Human Resources**

**Incomplete, blank or late applications will not be considered. Also, no fax or hand-delivered copies will be accepted.**

**PLEASE NOTE: The primary contact will be via email if provided on your application.**

**APPLICATIONS MUST BE POSTMARKED ON OR BEFORE November 15, 2016**

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.