

**DEPARTMENT OF MEDICAL ASSISTANCE SERVICES  
EMPLOYMENT OPPORTUNITY**

This Agency is charged with ensuring proper **MEDICAID** services to qualified recipients. Please visit our website and the Commonwealth of Virginia's website referenced below for additional information and qualifications.

**APPEALS QUALITY ASSURANCE MANAGER**

Role Title: Hearing and Legal Services Manager II  
Pay Band 6, Level I Hiring Range: \$55,672 – \$95,000  
Position #: 00018

**Closing Date: March 28, 2016**

Exciting opportunity to serve a critical role in the Appeals Division of leading and motivating a team of highly skilled legal professionals to ensure that written appeal decisions are legally accurate and of high quality. The incumbent will be responsible for directing and guiding the activities of the Appeals Quality Assurance Team while providing hands on support to manage the team's workload and quality output. This position will drive continuous improvement by establishing high expectations for superior work quality, executing creative problem solving, and building a positive and collaborative team environment. This position will also engage effective change management skills to stimulate a culture shift within the Division, which will place greater emphasis on building a strong team environment and increased expectations for employees. Applicants must have strong people and process management ability with proven skills to build and lead a high-performing interdisciplinary team in daily operations. Requires professional experience in business and administrative management. Must have demonstrated excellence in legal analysis and legal writing skills, preferably in drafting appeal decisions. Requires comprehensive knowledge of legal research methodologies, including computerized legal research. Comprehensive knowledge of the law and legal system, preferably administrative law and appeals procedures. Must have experience in independently managing a caseload to meet established time frames. Proven outstanding communication skills with the ability to clearly and effectively communicate both orally and in writing. Requires proficiency using technology including office productivity tools such as word processing, spreadsheet, presentation, and calendaring. Professional experience in administrative law or the health care appeal processes, preferred. Graduation from an accredited college or university with major study in law, health care, finance, business, accounting, or related field is preferred. **Must have degree from accredited law school and possess a current Virginia law license.**

**ONLINE STATE APPLICATION REQUIRED**

Resumes will not substitute for state applications. DMAS will only accept online applications submitted through the RMS **by 11:59 p.m.** on the referenced closing date. Faxed, emailed, or hand delivered applications or resumes will not be accepted and resumes will not substitute for a complete state application. Applications must include complete work history, including periods of unemployment if applicable. Consideration for an interview is based solely on the information within the application.

Receptionist: 804-786-5408, TDD 800-343-0634

**Web Sites for Vacancy Listings**

**RMS:** <https://virginiajobs.peopleadmin.com/>

**DMAS:** [http://www.dmas.virginia.gov/Content\\_pgs/ab-emp.aspx](http://www.dmas.virginia.gov/Content_pgs/ab-emp.aspx)

**Applicants who require accommodation to apply for Agency openings should contact the DMAS receptionist for assistance.**

**EEO/AA/ADA**