

POSITION DESCRIPTION
PROFESSIONAL STANDARDS & ACCREDITATION MANAGER

I. IDENTIFYING INFORMATION

Position Number:

Department: Department of Public Safety

Division: Training and Staff Development

Geographic Location: Iwilei, Oahu

II. INTRODUCTION

This position will be located in the Training and Staff Development Office, Department of Public Safety. Under the general supervision of the Public Safety Training Officer, the CALEA Accreditation Manager will provide assistance to the Director to meet Commission on Accreditation of Law Enforcement Agencies (CALEA) which are required by law.

This position will be responsible for coordinating all of the Department's accreditation, by preparing and submitting required reports and monitoring to ensure that the Department is in compliance with all requirements.

III. MAJOR DUTIES AND RESPONSIBILITIES

A. ADMINISTRATIVE DUTIES 30%

1. Plans, coordinates, and manages Department accreditation activities, projects, and processes.
2. Updates and maintains policies and regulations.
3. Identifies, verifies, and reconciles compliance with established CALEA law enforcement and training academy standards, correcting any noted deficiencies through implementation of policy, training, or other administrative measures.
4. Serves as a liaison between administration, other department employees, and outside agencies in all accreditation efforts.
5. Directs the administration of the record keeping system pertaining to accreditation.

B. POLICY DEVELOPMENT AND PLANNING 15%

1. Responsible for developing and monitoring assessment and validation programs, protocols and procedures which will enable the Department to meet CALEA standards.

2. Administers overall guidance and direction in the establishment, development and revision of all Department policies and procedures required for accreditation.
3. Reviews standards and ensures the department remains in compliance.
4. Stays abreast of all aspects of the accreditation process to include proposed amendments to the standards.
5. Plans and conducts research on accreditation projects and develops, recommends, and implements courses of action.
6. Develops department's multi-year plan for policy review.
7. Reviews and provides recommendations to the Director, Deputy Directors, and Division Administrators, regarding the development, formulation and implementation of programs, policies and procedures to improve the quality of training and enhance the skills of Department personnel.

C. TRAINING DUTIES

15%

1. Provides accreditation related training to department personnel.
2. Ensures appropriate training for department employees on all new and revised policies.
3. Provides information and interpretation of written directives and the accreditation process.
4. Reviews and recommend changes to training programs, curriculum, course content or division, branch or section procedures, processes or work instructions when indicated by accreditation updates, procedures or other internal publications for compliance with CALEA standards.

D. RESEARCH AND ANALYSIS DUTIES

10%

1. Gathers, researches, and analyzes data on complex issues and performs annual analyses of confidential reports of high liability incidents.
2. Analyzes federal, state, and local legislative proposals to determine impact on assigned operations.
3. Reviews and interprets CALEA standards and applies to written agency directives for purposes of compliance.

4. Monitors and measures adherence to standards.
5. Resolves non-compliance issues and findings.
6. Completes and submits required reports and forms.
7. Prepares and maintains appropriate reports, records and files.
8. Directs, coordinates and manages continuing research in law enforcement policies, technology and emerging legislative and judicial issues.
9. Conducts annual internal audits to ensure adequate review of the management system and accreditation standards.
10. Ensures non-conformance to standards are properly documented and that corrective actions are properly initiated, investigated and evaluated.

E. COMPLIANCE VALIDATION AND QUALITY ASSURANCE 10%

1. Conducting observations, reviews and validation assessments to verify continuing compliance with policies and procedures.
2. This position is also responsible for selecting, training and evaluating CALEA Training and Compliance Specialists who perform periodic reviews, assessments and audits, ensuring that the specialists are trained in all aspects of the accreditation procedures and documentation requirements.
3. Overseeing the maintenance of training, certification, and examination records of the Department and ensuring that they meet standards for curriculum, competency, and proficiency.
4. Coordinates on-site CALEA assessments and inspections.
5. Supervises the inspection of Departmental, division, branch and section files for compliance with accreditation standards.

F. SUPERVISORY DUTIES 10%

1. Supervises skilled professionals responsible for accreditation activities, which include implementing quality assurance, evaluating and monitoring the results.
2. Selects and evaluates the work of key subordinates.
3. Evaluates organizational performance in meeting immediate and long range training and education objectives.

4. Identifies and structures the desired direction of training necessary to accomplish professional goals.
5. Provides leadership to professional and support personnel involved in accreditation activities to include mentoring, coaching and training, developing work plans, and reviewing work for completion.
6. Provides direct supervision to Training and Compliance Specialists.

G. OTHER RELATED DUTIES

10%

1. Chairs or serves on “ad-hoc” or standing committees where contemplated changes may have an impact on operations.
2. Participates as part of the Departmental management team, as well as with emergency management programs.
3. Attend various training courses, seminars and conferences to maintain knowledge of current trends and developments in job-related skills and techniques
4. Performs other duties, as assigned.

100%

Supervises Position No.

(To be established)

(To be established)

Title

Professional Standards & Compliance Specialist

Professional Standards & Compliance Specialist

V. CONTROLS EXERCISED OVER THE WORK

A. SUPERVISOR

Position Title: Public Safety Training Officer

Position Number: 50381

B. Nature of Supervisory Control Exercised over the Work

1. Instructions Provided:

Operates with great independence and instructions are limited to specifying priorities and the results expected.

*Essential duties of the position are underlined.

2. Assistance Provided:

The incumbent plans and performs the activities independently, and will inform the Director, when unforeseen events or circumstances occur.

3. Review of Work:

Completed work and report of findings are accepted as final unless instructed otherwise by the supervisor or the Director.

C. Nature of Available Guidelines Controlling the Work

1. Policy and procedural guidelines available:

- Hawaii Revised Statutes
- Hawaii Administrative Rules
- Department of Public Safety Policies and Procedures
- Collective Bargaining Contracts

2. Use of Guidelines

The incumbent is expected to know and apply all pertinent law, rules, policies and procedures as they relate to the duties of the position.

VI. REQUIRED LICENSES, CERTIFICATION, ETC.

- A. Must attend and successfully complete Accreditation Manager certification training within one year of hire.
- B. Must possess a valid license to drive in the State of Hawaii.

VII. RECOMMENDED QUALIFICATIONS

A. Knowledge of:

- The accreditation process, procedures and standards;
- The organizational structure, functions, goals and objectives of the Department;
- The mission, values, standards rules and regulations of the Department;
- The criteria and methodology utilized in the development and appraisal of public safety and law enforcement policies;
- Principles and practices of supervision; and
- The principles, techniques and practices utilized in the field of public administration, including financial management, employee relations, rule making, public relations, and the legislative process; and

- The principles of management and the ability to apply these principles to situations.

B. Skills/Abilities:

- Establish and maintain effective working relationships;
- Establish program objectives and assess progress toward their achievement;
- Plan, supervise, and coordinate the work of others;
- Accurately interpret and relate policies to affected personnel;
- Display a high level of ethical standards;
- Work and communicate with others in a polite, courteous, and cooperative matter;
- Encourage cooperation, pride, trust, and teamwork;
- Convey information and ideas effectively;
- Communicate effectively both orally and in writing;
- Proficient in coordination and organizational skills;
- Manage multiple projects with accuracy, while focusing on details;
- Analyze problems, develop alternatives and recommend and implement solutions;
- Apply accreditation standards to department policies and compliance;
- Determine acceptable proofs of compliance to CALEA standards from existing department documentation;
- Use superior judgment in problem solving;
- Analyze and evaluate complex problems/issues with multiple dimensions and to recommend solutions;
- Determine work prioritization;
- Develop and maintain timelines; and
- Determine appropriate recommendations.

C. Education:

Graduation from a four-year college or university or direct experience equal to seven years of full-time work in public sector law enforcement at the local, state or national level which includes four years of direct administrative or managerial level assignments in the development and implementation of training, accreditation and policy development programs for law enforcement personnel. A combination of education, related training and experience will be considered.

D. Specialized Experience:

Five years of experience which provided considerable knowledge of current law enforcement practices, as well as, federal, state and local regulations governing

departmental policy and operations. Knowledge of law enforcement accreditation standards is preferred.

VIII. TOOLS, EQUIPMENT & MACHINES

Requires knowledge and application of computer hardware and office software, typewriters, copying machines, facsimile machine, multi-line telephone and other office equipment and machines.

IX. WORKING CONDITIONS

Must be able to successfully complete a pre-employment criminal records check conducted on a local and national level, and pre-employment drug screening.

The employee generally maintains normal office hours but will occasionally be required to perform overtime or unscheduled work in accordance with operational and training demands as well as occasional overnight and/or weekend travel. Work may be stressful when dealing with multiple priorities and/or time constraints.