



Office of Human Resources
Forensic Quality Assurance Accreditation Manager - CA2191

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General Statement of Duties

Performs professional level forensic accreditation program management work directing and administering the quality control, assurance, and improvement program for the Denver Police Crime Laboratory. Responsible for organizing, planning, budgeting, administering and monitoring one or more projects, which may cross several functional areas. Provides leadership, program direction, and long range and short-term planning for the program area(s), directs program design, policy development, and performance criteria for program operations. Supervises and plans the work of administrative employees.

Distinguishing Characteristics

This class provides leadership, direction, and planning for the forensic program and plans the work of administrative employees.

This class performs professional level forensic accreditation program management work directing and administering the quality control, assurance, improvement program, and technical operations for the Denver Police Crime Laboratory. This class is distinguished from the Forensic Scientist that performs professional forensic work in the Denver Police Crime Laboratory conducting quantitative and qualitative chemical and biochemical analyses of evidence.

Essential Duties

Develops and establishes policies and procedures for laboratory quality control and assurance, monitors laboratory practices to verify continuing compliance with laboratory standard operating procedures and national quality assurance and control standards, and maintains and updates the laboratory quality manuals.

Formulates and maintains quality control objectives and coordinates objectives with analytic procedures in cooperating with unit leads and analysts to maximize reliability and quality.

Ensures the scientific validation of new technical procedures has been completed and documented correctly.

Participates in monitoring of all individuals and unit personnel to ensure they are meeting applicable standards and protocols.

Schedules and conducts external and internal quality system audits and oversees audits of all units of the laboratory set forth by accreditation bodies.

Manages the proficiency testing program and ensures all testing requirements are being met, researches additional proficiency test options and maintains a schedule to ensure all testing is completed.

Investigates technical and quality problems, recommends actions to be taken to alleviate problem(s) and prevent future problems, and verifies implementation of recommendations with scientific staff. Performs trend analysis on root cause and actions taken in response to technical and quality concerns.

Ensures annual calibration and maintenance of critical scientific instruments and other equipment, maintains records, and prepares administrative reports and recommendations on laboratory operations and development.

Manages maintenance contracts for analytical instrumentation and ensures they are renewed annually or setup for new instrumentation with expiring vendor warranties.

Oversees laboratory training programs for each unit (forensic biology/DNA, latent prints, firearms, crime scene unit, forensic chemistry, forensic imaging, trace evidence) and coordinates quality system training as appropriate. Ensures all training documentation is maintained.

Collaborates with management staff to improve the quality of laboratory policies and procedures in order to meet with industry best practices and prepares quarterly/annual quality reports for review by management.

Collaborates with management personnel to target areas of local, state, and federal funding that will improve the quality of laboratory services and provide more rapid case analysis and reporting to investigators and attorneys. Prepares and submits grants in cooperation with management and other entities with the City and County of Denver.

Testifies in court on the laboratory quality control procedures and systems. Maintains records of courtroom testimony evaluation and review for all laboratory personnel.

Ensures all ISO supporting documentation is maintained and organized in the laboratory's document management system.

Functions as a project manager to ensure improvement projects are implemented.

Assist management with annual budget request.

Develops and recommends solutions for complex problems and highly sensitive issues that cross functional and administrative boundaries or where there may be significant coordination requirements that impact the future of a program.

Keeps executive management informed of administrative and legislative issues or changes in a program area.

Assigns and distributes administrative work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

By position, documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Supervises administrative staff within the Quality Assurance Unit.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one’s job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Writing – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of the scientific principles, methods, and processes used to conduct a systematic and objective inquiry including study design, collection, analysis, and interpretation of data, and the reporting of results.

Knowledge of the principles, methods, or tools of quality assurance, quality control, and reliability are used to ensure that a project and resources including technical performance.

Knowledge of the concepts, principles, and theories of the composition, structure, and properties of substances and of the chemical processes and transformations including uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.

Knowledge of budgeting principles and practices to assist management with budget decisions.

Level of Supervision Exercised

Supervises administrative, and/or technical level program staff.

Education Requirement

Bachelor's Degree in Business Administration, Public Administration, Science, or a related field.

Experience Requirement

Three (3) years of professional experience reviewing organizational policies, procedures, goals, and objectives and formulating recommendations for improvements which must include one year of experience in an accredited crime laboratory or International Organization of Standards (ISO) accredited organization.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Pressure due to multiple calls and inquiries
Subject to many interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Reaching: Extending the hands and arms or other device in any direction.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Employment Verification
Education Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-12
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date: 6/14/21
Revised By: SO
Class History: 6/14/21 – Updated classification to include accreditation manager duties.