



Career Service Authority

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Forensic Quality Assurance Specialist

GENERAL STATEMENT OF CLASS DUTIES

Performs specialized full performance work directing and administering the quality control, assurance, and improvement program and technical operations for the Police Crime Laboratory.

DISTINGUISHING CHARACTERISTICS

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

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories and concrete factors to be evaluated and weighed, requiring a high degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied and simultaneous coordination of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised:

Performs lead work.

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.

Acts as an advisor to staff members and assists them meet established schedules and/or resolve technical or operational problems.

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

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

Administers proficiency testing, records results, and researches and recommends corrective action and improvement in the quality system.

Investigates technical problems, recommends actions to be taken to alleviate problem(s), and verifies implementation of recommendations with scientific staff.

Evaluates instrument calibration, maintains records, and prepares administrative reports and recommendations on laboratory operations and development.

Administers laboratory training programs for each unit (forensic biology/DNA, latent prints, firearms, crime scene unit, forensic chemistry, photo laboratory, trace evidence) and coordinates discipline specific training and quality system training as appropriate.

Collaborates with management staff to improve the quality of laboratory policies and procedures in order to meet with industry best practices and prepares 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 and observes and maintains logs of courtroom testimony by scientific staff.

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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.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Quality Management – 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.

Leadership – Initiates and sustains action to accomplish the goals of a department by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

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.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Chemistry – 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.

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.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Creative Thinking – Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Mathematical Reasoning – Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

Technology Application – Uses machines, tools, instruments, or equipment effectively and utilizes computers and computer applications to analyze and communicate information in the appropriate format.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

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

Project Management – Applies principles, methods, or tools for developing, scheduling, coordinating, monitoring, evaluating, and managing projects and resources including technical performance.

Vision – Understands where the organization is headed and how to make a contribution, takes a long-term view, and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

Strategic Thinking – Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy, examines policy issues and strategic planning with a long term perspective, determines objectives and sets priorities ,and anticipates potential threats or opportunities.

External Awareness – Identifies and understands economic, political, and social trends that affect the organization.

Research – 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.

Organizational Awareness – Knows the organization's mission and functions and how the social, political, and technological systems work and operates effectively within them including the program policies, procedures, rules, and regulations of the organization.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

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

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

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

Memory – Recalls information that has been presented previously.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Physical Demands:

Sitting: remaining in the normal seated position.

Reaching: extending the hand (s) and arm (s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand (s).

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near Acuity: ability to see clearly at 20 inches or less.

Working Environment:

Pressure due to multiple calls and inquiries

Subject to many interruptions

Education Requirement:

Baccalaureate Degree in Business Administration, Public Administration, Science, or a related field.

Experience Requirement:

Three 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 laboratory system experience.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 07/16/2006

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.