



Career Service Authority

Page 1 of 4

Monitor, OIM

DEFINITION

Under the direction of the Mayor, the Independent Monitor performs management, administrative, investigative, and reporting duties; supervises staff and oversees the activities and functions of the Office of the Independent Monitor (OIM); monitors and actively participates in investigations of possible misconduct by, and citizen complaints against, uniformed personnel of the Department of Safety; makes recommendations to the Manager of Safety and appropriate department heads regarding possible disciplinary actions against uniformed personnel; makes recommendations regarding policy and training issues; coordinates OIM activities and works in partnership with the Mayor's Office, City Council, Citizen Oversight Board, Manager of Safety, Police, Sheriff, and Fire Departments, District Attorney's Office, community leaders, the general public and media as appropriate to provide for fair and objective oversight of the uniformed personnel and to ensure public confidence in such uniformed personnel.

DISTINGUISHING CHARACTERISTICS

The Independent Monitor performs investigative and analytical work that is difficult, highly complex, and often involves issues that are highly sensitive and confidential. The position functions as a working manager with authority for both overseeing the day-to-day operations of the Office of the Independent Monitor and performing much of the OIM workload.

SUPERVISION RECEIVED AND EXERCISED

Work of the OIM is reviewed by the Mayor and/or the Citizen Oversight Board. The Independent Monitor exercises executive leadership over employees who have personal responsibilities and authorities over the oversight process and who exercise a high degree of initiative, judgment, discretion, and decision-making regarding investigations and disciplinary recommendations.

ESSENTIAL DUTIES

Actively monitors and participates in investigations of uniformed personnel including citizen complaints alleging the use of force, other serious misconduct, and other citizen concerns.

Participates in the monitoring of investigations including responding to crime scenes, attending witness interviews, reviewing other types of evidence, engaging in ongoing dialogue with the investigators, ensuring internal investigations are thorough, fair and complete, and recommending or conducting additional investigation including the issuing of subpoenas.

Makes recommendations to the Manager of Safety and department heads regarding administrative action, including possible discipline for uniformed personnel.

Identifies, researches and analyzes problems; evaluates alternative courses of action and makes recommendations regarding training, policies, procedures and best practices to prevent future complaints and allegations of misconduct and to improve performance.

Supervises the implementation and administration of a management information system to track and report information such as police activities, patterns of citizen complaints and issues relating to the implementation and administration of the early warning system.

Prepares and produces reports for the Citizen Oversight Board, Mayor, City Council and the public on the status and resolution of complaints, including timelines of complaint resolution, trends and patterns, nature and frequency of complaints, percentage of charges the police department sustains against its police officers; and develops information relating to the early warning system and other performance indicators.

Works in partnership with the Citizen Oversight Board to promote the mission of the OIM; informs the Board of the status of investigations being monitored and actions taken, providing additional information concerning the plans, programs, policy, training, and procedures; maintains effective working relationships with diverse groups including city staff, outside agencies, employee unions, and community based organizations, the general public and others.

Conducts public outreach to educate the community and the media on the role of the Independent Monitor and the processes for investigating complaints and administering disciplinary actions, policies, practices, and training.

Establishes and maintains liaison with the media; writes articles for various publications; meets with community leaders, public officials, and professional organizations.

Plans, organizes, and directs the operations of the Office of the Independent Monitor (OIM); monitors the efficiency and effectiveness of the OIM through performance management and related activities; establishes programmatic priorities and procedures; and prepares and administers the OIM budget.

Establishes standards of professional conduct including ensuring confidentiality and implementing a comprehensive training program for the Office of the Independent Monitor staff; develops training for members of the Citizen Oversight Board and other citizens involved in the oversight process.

QUALIFICATIONS

Competencies

Takes responsibility for creating a strategic vision for the OIM and communicates the vision to diverse audiences including the Mayor, City Council and Citizen Oversight Board; initiates development of a strategic plan; develops and implements a police oversight program that results in improvements for uniformed personnel and the general public; ensures that program, financial and performance measures are integrated to achieve desired strategic outcomes.

Explains and defends OIM policies and practices orally and in writing; drafts, edits or reviews complex or sensitive materials, legal or policy information; investigates and resolves complaints from the community; consults with stakeholders outside OIM on contentious issues before deciding on a course of action; remains calm under pressure; works with all concerned to address issues of common concern.

Makes timely decisions about program direction; takes corrective action when needed; determines the best way to implement OIM policies or programs by identifying potential roadblocks and involving key players; reaches solutions among opposing parties including influential individuals or outside groups; maintains productivity, quality and morale of the OIM; continuously seeks to improve the quality of OIM products, processes and services; establishes systematic processes for assessing variations in the quality of OIM products and services

Represents the OIM at meetings on controversial issues and maintains effective working relationships with the Mayor, City Council, Citizen Oversight Board, Manager of Safety, Police, Sheriff, and Fire Departments, District Attorney's Office, community leaders, the general public and the media; encourages and facilitates cooperation and open communication to further the goals of the OIM; participates as a team member at the executive management level.

Manages professional staff which includes investigating and resolving personnel related issues; sets performance objectives for OIM staff and evaluates their performance; develops basic policies concerning relationships to further cooperation between the OIM and stakeholders; promotes diversity and makes workforce diversity a performance criterion for supervisors; maintains up-to date knowledge in area of expertise through membership in a professional organization; stays informed about key issues affecting the OIM; exhibits personal integrity and promotes ethical conduct for employees.

Knowledge of:

The organization, responsibilities, functions, policies, and procedures of local law enforcement.

The theory, principles, practices and techniques in the conduct of internal law enforcement complaint investigation and review for a large municipal organization.

The techniques of law enforcement training, instruction, and evaluation of work performance.

The fundamentals of criminal and administrative investigations including interviewing and interrogating principles and techniques.

Federal, state and local laws and regulations and procedures applicable to internal law enforcement investigations and review responsibilities and jurisdiction.

Theory, principles, practices, methods and techniques of data and legal research and analysis applicable to areas of assigned responsibility.

Skill in:

Analyzing complex problems, evaluating alternatives and reaching sound conclusions within legal and procedural constraints.

Interpreting and explaining complex laws, ordinances, enforcement principles and practices, regulations, policies and procedures.

Public speaking and making presentations to large groups.

Working with members of varied ethnic and socio-economic groups.

Ability to:

Use ones knowledge of diverse residential populations, ethnic, cultural and social behaviors and customs when making judgments, collecting information and investigating concerns and complaints with respect to diverse communities.

Function independently, model high standards of honesty and integrity, use sound reasoning to arrive at conclusions, and distinguish between relevant and irrelevant information while directing and performing investigations involving sensitive and confidential matters.

Make sound and well-informed decisions; perceive the impact and implications of decisions; and commit to action when dealing with the pressure and ambiguity due to sensitive, complex, and/or controversial views of multiple stakeholders or situations.

EXPERIENCE AND EDUCATION

Education

Baccalaureate Degree in criminal justice, criminology, public administration, business administration or a closely related field; a law degree is desirable but not required.

Experience

Three years of management level work experience investigating allegations of misconduct by law enforcement officers, major criminal cases, or crime scenes or comparable experience and preferably personnel related matters.

Substitutions

An equivalent combination of education, training and/or experience that demonstrate possession of knowledge, skills and abilities listed above may substitute for the education and experience requirements.

OTHER REQUIREMENTS

Prior to appointment, candidates will be subject to a background investigation. Candidates must have a reputation for honesty and trustworthiness and shall not have formerly been an employee of the Denver Police, Sheriff or Fire Departments.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 006/27/2005

REVISED DATE:

REVISED BY: Earline Hill

CLASS HISTORY: This is a newly created class mandated by ordinance and City Charter November 2, 2004.