

QUALITY ASSURANCE INSPECTOR

GENERAL DESCRIPTION

The Quality Assurance Inspector conducts inspections, audits and reviews as a proactive monitoring technique. The Quality Assurance Inspector conducts reviews of internal reports and paperwork and the inspection of the Hidalgo County Sheriff's Office and personnel to ensure that regulations are being followed. These may range from periodic scheduled audits to unannounced inspections of the entire organizational component. The Quality Assurance Inspector monitors compliance with policies, procedures, facility memorandum and memorandums related to the operations and maintenance of the office. Unique examinations of a single incident may also be assigned as a staff inspection after observing potential misbehavior or problematic commands. Additional tasks undertaken may include but are not limited to program development to advance the efficiency and effectiveness of the Hidalgo County Sheriff's Office and assist with manpower to the organization components as directed by the Sheriff.

EXAMPLES OF WORK PERFORMED

Develops, implements and reviews policies, procedures, codes, regulations and standard operating procedures

Develops and implements long-term quality assurance goals that support the Hidalgo County Sheriff's Office mission

Manages the creation, implementation and revision of quality standard operating procedures

Develops and conducts audits

Develops and maintains program policy documentation

Conducts long range quality planning

Develops training and conducts presentations

Manages document control and ensures the integrity of agency documents

Establishes and monitors program structure, staff assignments and resources

Initiates evaluations on a random basis within the entire agency

Initiates audits of select cases and reports

Responds to citizens who have questions or concerns about Hidalgo County Sheriff's Office procedures

Identifies and recommends improvements to program systems and procedures

Listens to dispatch recordings, makes random contact with crime victims, interviews former jail detainees and reads reports each month

Submits daily, weekly, monthly, quarterly or annual quality assurance status reports, both orally and written, as ordered by the Sheriff

Determines areas of improvement and develops proper corrective measures to enhance service regardless of the finding

Attends conference, trainings and meetings to stay up-to-date on trends in quality assurance, training development and policy and procedures

Participates in administrative meetings as scheduled by the Sheriff

Develops and maintains excellent working relationships with all personnel

Performs integrity testing

Performs drug and alcohol testing

Performs all other related duties as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Graduate from an accredited college or university with a Bachelor's degree in social or behavioral science, criminal justice, management or related field

Experience in criminal justice, law enforcement or related field

Program management principles and practices, including research, analysis and development

Education and experience that provide an applicant with knowledge, skill and ability to successfully perform the job

Experience conducting program evaluations or internal audits, preparing reports of inspection or internal audits for the public or private sector

Experience implementing or managing quality assurance programs in the public or private sector

Bilingual is preferred

Prior U.S Federal Law Enforcement Agency experience is preferred

Knowledge, Skills, and Abilities

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed

In-depth knowledge of quality management systems, methods, tools and standards

In-depth understanding of policies, procedures, laws, rules and regulations impacting the daily operations of the agency

Must be detail oriented

Skill in oral and written communication

Skill in handling multiple projects and prioritizing

Skill in planning and organizing

Skill in multitasking, data analysis and problem solving

Prepare clear, concise, and comprehensive reports

Ability to supervise, provide support and train others

Ability to establish and maintain working relationships with other County employees and the public

Maintains awareness of applicable standards, statutes and case law that may impact the operation of the agency

Continuous assessment of work performed, problem identification and corrective action procedures

Continuous monitoring of technology

Knowledge of the research process and statistical methods

Define issues, analyze problems, evaluate alternatives and develop recommendations

Understand, interpret, apply and explain relevant policies, procedures, laws and regulations

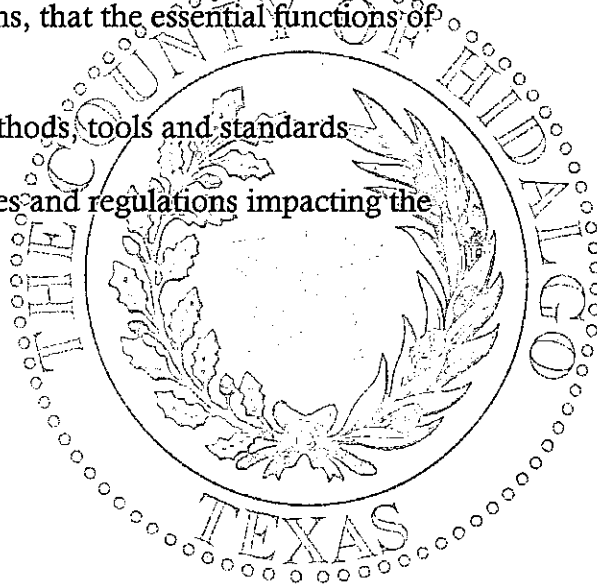
Maintain positive, proactive and professional working relationships

Exercise tact in dealing with sensitive and confidential issues

Registration, Certification, or Licensure

Must have a valid Texas Motor Vehicle Operator's License

Must be able to be insured by the County's insurance carrier



PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations