

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"



CPI QUALITY ASSURANCE ADMINISTRATOR

JOB CODE: 38150

PAY GRADE: 27

PAY RANGE: \$79,439 - \$127,105

GENERAL DESCRIPTION

Under the direction of the Child Protection Investigation Division Lieutenant, or designee, supervises the Secondary Response Team and oversees all quality assurance, reporting, and compliance activities for the division. Performs other work as requested.

SUPERVISES OTHERS: Yes

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Responsible for their subordinate employees' welfare and care, individual training in the conduct of their duties and mentoring;
- Reviews subordinates work performance, conducts open and honest performance counseling, appraisals and evaluated conditions of performance, initiates corrective action and/or disciplinary action as necessary;
- Ensures subordinates meet agency standard in personal appearance, maintains and accounts for materials and agency equipment as prescribed by Sheriff's Office policy, special or General Orders and Standard Operating Procedures (SOPs);
- Reports directly to a Law Enforcement Supervisor of CPID, or designee, and promptly informs him/her, or the PCSO Communications Center, if applicable, of situations and conditions which appears important or those which may pose a risk to the child;
- Performs all quality assurance activities by performing audits on cases, ensuring regulatory compliance, and developing quality assurance reports;
- Provides leadership of the CPID unit in oversight of the Peer Review Process;
- Reviews and assists with complex cases and schedules work activities on a regular basis;
- Provides guidance to investigators by coaching, motivating, training and providing other staff development activities;
- Develops training curriculum for new hires and development of existing staff;
- Develops performance standards and job duty expectations with investigators, reviews standards and plans for continuous improvement;
- Through quality assurance audits, identifies process and individual performance deficiencies; develops and implements performance improvement plans;
- Develops management tools to assure the quality and efficient timelines of services provided by investigators;
- Performs the duties of a Child Protection Investigator when necessary;
- Reviews and ensures proper documentation of investigators casework;

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- Reviews assessments and case plans with investigators and provides consultation and direction to them to assure appropriateness, clarity, quality and thoroughness;
- Collects, analyzes and reports data for investigators performance review on an ongoing basis;
- Establishes and maintains a close working relationship with the other CPID supervisors;
- Supports the CPI Program Administrator as needed;
- Facilitates and participates in all staffing when necessary;
- Participates in Sheriff's Office recruitment and community relations activities as directed;

Regular and reliable attendance is required as an essential function of the position.

This position is considered essential and, in the event of an emergency or natural disaster, will be required to report to work.

This list is not intended to be all-inclusive and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary.

QUALIFICATIONS

- A Bachelor's degree that is accredited by an accreditation agency recognized by the U.S. Department of Education (DOE) and/or Council on Higher Education Accreditation (CHEA)
- Four (4) years child welfare experience
- Successful completion of the Child Protection Investigator Supervisor examination process
- Must possess a valid Florida driver's license
- Consideration for this position requires a credit check

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge, skills, and abilities as required for child protection investigators
- Knowledge of theories, practice, counseling, social work, investigations, family assessments and professional ethics relating to child protection investigations
- Knowledge of effective management skills and supervision techniques
- Knowledge of methods of collecting, organizing and analyzing data
- Skills in direct observation of investigators abilities in interacting appropriately with families, community resources, service providers and other child protection professionals
- Skills in organizing community resources to assist families
- Ability to assess investigators performance and develop performance improvement plans
- Ability to demonstrate knowledge of group dynamics and teamwork principles
- Ability to plan, organize and coordinate work assignments
- Ability to use computer systems

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- Ability to interact appropriately with families, community resources, service providers, law enforcement and other child protection professionals
- Ability to track data for maximization of Federal funds earned by the state
- Ability to provide information correctly and concisely; orally and in writing
- Time management skills
- Inter-personal skills
- Verbal and written communication skills
- Accurate typing skills
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace

PHYSICAL ABILITIES

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 4 hours per day
- Stand up to 2 hours per day
- Walk or drive up to 1 hour per day
- Occasionally lift up to 40 lbs. and small children when necessary
- Frequently reach or twist
- Occasionally bend, squat, climb, or kneel