

**CLASS SPECIFICATION
IPR Program Manager**

FLSA Status: Exempt
Union Representation: Nonpresented/Incumbents hired after May 25, 2011 are exempt from Civil Service (Ordinance 184616)

GENERAL PURPOSE

Under general direction, manages and directs the Independent Police Review program within the City Auditor's Office; oversees the acceptance and resolution of citizen complaints, participates in, oversees and approves administrative investigations of police conduct; responds to officer-involved shooting and in-custody death incidents; oversees the annual outside review of police officer involved shootings and in-custody death investigations, and review of Police Bureau policies and procedures; develops and transmits recommendations to the Police Bureau; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

IPR Program Manager is responsible for accepting and determining appropriate action of citizen complaints regarding police behavior. The incumbent participates in, oversees, and approves administrative investigations of police conduct; requests further investigation as needed; conducts independent investigations; is a voting member of Police Review Boards with the authority to recommend case disposition and discipline to the Chief of Police; prepares reports on the status and resolution of complaints; coordinates recruitment of Citizen Review Committee (CRC) members; manages the staffing provided for CRC activities, workshops, and publications; and conducts press conferences and interviews with the media. Responsibilities of this high-visibility position are: broad in scope; allow for a high degree of independent judgment, initiative and political acumen within broad policy guidelines; and are evaluated in terms of overall program and cost effectiveness.

IPR Program Manager is distinguished from other program manager classes by the incumbent's specialization in criminal, employment, constitutional and administrative law; police policies and procedures; risk management; and supervising criminal and internal police investigations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the assigned staff; develops, implements, assigns and monitors work plans and workload to achieve bureau mission, goals and performance measures; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.

2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions.
3. Provides interpretations of City Code provisions in response to requests by citizens and public officials; drafts resolutions and ordinances ranging from routine to complex; prepares oral and written legal opinions; drafts, reviews and finalizes documents of legal significance; reviews and approves contracts; drafts explanatory memoranda on legal implications of complex issues; reviews bureau documents for legal sufficiency.
4. Responds to critical incident scenes involving officer- involved shootings and in-custody death. Oversees and publishes annual outside review of officer-involved shootings and in-custody deaths; publicly reports to City Council on findings and recommendations; provides technical assistance and follow-up to help ensure recommendations are implemented.
5. Accepts, reviews and investigates citizen complaints regarding police behavior and ensures that alleged criminal conduct is given distinct and additional attention; participates in, oversees, and approves Internal Affairs (IA) investigations for thoroughness and fairness; monitors IA investigations workload and timeliness; advocates for improved performance from investigators; makes requests to the Chief of Police to further investigate cases as warranted.
6. Conducts independent investigations when complaints merit special involvement; directs staff or contract employees; participates in Internal Affairs investigations; attends interviews of police officers during complaint investigations; prepares and offers questions for interviewers to use in interviewing officers; develops and recommends policies and procedures to improve police accountability to the public.
7. Prepares and produces reports for the CRC, the Mayor and City Council on the status and resolution of complaints, which assess timeliness of resolution, trend rates, nature and frequency of complaints, sustained rates and other performance indicators; prepares early warning reports for the Internal Affairs Captain.
8. Meets with the Citizen Review Committee, police officers, union representatives and police management to discuss complaint trends, evaluate nature and cause of complaints and develop recommendations for improved practices and policies to reduce major causes of complaints.
9. Responds in an objective, professional and credible manner to highly charged situations.
10. Conducts press conferences and interviews with the media; writes and prepares articles for various publications.

11. Develops training curricula and trains IPR staff, members of the CRC, and Portland Police Bureau Officers in complaint processing procedures, ethics issues, diversity, and cultural competency. Supervises IPR community outreach efforts.
12. Supervises the citizen-police mediation program, creates criteria and procedures relating to the referral of citizen complaints for mediation and approves cases for mediation.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Theory, principles, practices and techniques in the conduct of internal police complaint investigation and review for a large municipal organization.
2. Principles and practices of program planning, management and administration.
3. Principles and practices of civilian oversight and police bureau administration.
4. Federal, state and local laws and regulations and procedures applicable to; internal police investigations, whether administrative or criminal; and police review responsibilities and jurisdiction.
5. Principles and practices of criminal law and procedures; and constitutional, civil, administrative and employment law, especially as they relate to municipal governments.
6. State and federal court procedures and rules of evidence.
7. Interview techniques, methods and strategies for case preparation.
8. Organization, responsibilities, functions, policies and procedures of local law enforcement.
9. Techniques and methods of law enforcement training, instruction and performance evaluation.
10. Investigation techniques and methods, including interview and interrogation techniques.
11. Theory, principles, practices, methods and techniques of data and legal research and analysis applicable to areas of assigned responsibility.
12. Principles and practices of sound business communications.
13. Principles and practices of public administration for budgeting, accounting, auditing and maintenance of public records.

14. Office administrative and management practices and procedures.
15. Principles and practices of effective supervision.
16. City human resources policies and labor contract provisions.

Ability to:

1. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
2. Organize, set priorities and exercise seasoned independent judgement and acumen within areas of responsibility.
3. Read, interpret and apply complex laws and regulations and evaluate and review complaints.
4. Plan, conduct and evaluate the results of independent investigations of sensitive police conduct matters.
5. Understand and interpret bureau and City rules, regulations, policies and procedures and local, state and federal legislation and regulations applicable to areas of assigned responsibility.
6. Plan, direct and supervise the work of others.
7. Communicate clearly and effectively, orally and in writing.
8. Operate a computer and standard business software.
9. Prepare clear, accurate and concise records and reports.
10. Maintain highly sensitive and confidential information.
11. Demonstrate sensitivity for individual citizens rights and differences in ethnic and cultural heritage, age, gender, sexual orientation, disabilities, beliefs, goals, attitudes and interests.
12. Use tact and diplomacy in dealing with sensitive situations and concerned people and customers.
13. Establish and maintain highly effective working relationships with diverse groups and individuals, including City elected officials and managers, representatives of other governmental, community and private sector groups, City staff, police bureau staff and management, the community and media and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is a graduate degree in criminal justice, criminology, public administration, business administration or a closely related field; and at least ten years of progressively responsible experience in conducting investigations and review of complaints; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

Graduation from an accredited law school, admission to a State Bar, and completion of on-going continuing legal education in accordance with the requirements of a State Bar are highly desirable but not required.

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02; class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

Revised: 11-24-04 Updated to reflect increase in complexity and scope of duties.

June 2009 - Change Job Class number from 7335 to 30000556, due to system change.

Revised: 05-25-11 Ordinance 184616 revised classification to be excluded from the Civil Service.

Revised: 08-03-11 Changes to description due to changes in role and authority.