



Code: 1170

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical and Analytical

Series: Budget and Procedure Analysis

CLASS TITLE: DIRECTOR OF QUALITY MANAGEMENT - COPA

CHARACTERISTICS OF THE CLASS

Under direction, this position within the City of Chicago's Civilian Office of Police Accountability (COPA) manages and coordinates the police oversight agency's compliance with internal investigation protocols; monitors quality assurance measures to ensure consistency, integrity and overall quality of investigations; timeliness measures; identifies any gaps or issues using quality assurance reviews; ensures gaps or issues are communicated and mitigated by the investigative staff, and performs related duties as required

ESSENTIAL DUTIES

- Participates in the development of and ensures the effectiveness and efficiency of the agency's investigative operations and ensures that the agency meets its mission to provide quality investigations in a timely manner
- Manages the work of Quality Analysts by assigning duties, coaching, providing direction, setting objectives, overseeing the discipline process as well as participating in the selection and termination process
- Develops, manages, and schedules internal review process (i.e., COPA COMSTAT composed of 1st Deputy, Deputy Chief, Director of QA, legal staff, supervisor, and the assigned investigator)
- Ensures major cases assigned are monitored and docketed for the COPA COMSTAT and prepares and provides an overview of cases docketed for the COPA COMSTAT to the review panel by including investigative steps that met/exceeded/shortcomings, benchmarks met/exceeded/failed, investigative/legal analysis met/exceeded/shortcomings, and determine consistency/uninformative of Summary Report of Investigation (SRI)
- Conducts random samples of active cases assigned to all squads (SQDs), including observing or listening to complainant/victim, witness, and police officer (PO) interviews to identify any patterns that demonstrate gaps in training, procedures, and develop course of actions (COAs) to mitigate any gaps, in consultation/partnership with Director of Training and Deputy Chiefs. Monitors case docket review (i.e., between the assigned investigator and the SQD Supervisor), and provide feedback/s to the SQD Supervisor. Reports any patterns of deviation from the established benchmark to the Deputy Chiefs if the deviation exceeds more than two violations without reasonable/clear explanation
- Performs quality assurance reviews by identifying and ensuring continuous quality improvement of investigative process within the squads
- Monitors benchmarks of all cases assigned to the agency, and provides quarterly reports to Deputy Chiefs, First Deputy, and Chief Administrator
- Completes and submits to First Deputy Chief and Chief Administrator quarterly statistical reports detailing active cases within each SQD, average age of cases assigned to each SQD & identify any outliers, # closed cases closed within the previous quarter, average time to close cases & identify any outliers, and benchmark report for each SQDs
- Prepares recommendations for the Director of Training, in consultation with the Deputy Chiefs and First Deputy, regarding improvements to the Agency's investigative process
- Assists the First Deputy and Deputy Chiefs monitor CACIR (Chief Administrator's Critical Incident Report) events

- Manages and improves the agency's operational systems, processes, and policies in support of the organization's mission
- Partners with the Director of Information Technology regarding the implementation, maintenance, and continuous improvement of the agency's case management system

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree, plus five (5) years of work experience conducting criminal investigations (e.g., conducting misconduct investigations that involve gathering, analyzing and evaluating evidence; conducting in-depth research, analysis and investigative report writing), of which one (1) year is in a supervisory role supervising criminal/confidential investigators or lawyers, **OR**
- Graduation from an accredited college or university with a Master's degree or higher, plus four (4) years of work experience conducting criminal investigations (e.g., conducting misconduct investigations that involve gathering, analyzing, and evaluating evidence; conducting in-depth research, analysis, and investigative report writing), of which one (1) year is in a supervisory role supervising criminal/confidential investigators or lawyers, **OR**
- Graduation from an American Bar Association (ABA) accredited law school, plus four (4) years work experience prosecuting felony criminal cases, of which one (1) year is in a supervisory role supervising criminal/confidential investigators or lawyers

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *generally accepted business process principles and practices
- *program planning, development and implementation methods, practices and procedures
- *program auditing, monitoring and evaluation methods, practices and procedures
- *data analysis and report preparation and writing

Moderate knowledge of:

- *applicable computer software packages (e.g., accounting software, data management software) and applications
- supervisory methods, practices, and procedures
- applicable federal, state, and local laws, regulations, and guidelines

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *TIME MANAGEMENT - Manage one's own time and the time of others
- *INSTRUCTING - Teach others how to do something
- *JUDGMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction

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- **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks
 - **ANALYTICAL THINKING** - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March, 2017; May, 2025