

SAMPLE JOB DESCRIPTION

Accreditation Manager



Job Summary

Under the direct supervision of the Chief Executive Officer (CEO), this position is responsible for managing the agency's certification/accreditation process, and is the agency's primary liaison with the Massachusetts Police Accreditation Commission (MPAC) on all matters concerning certification/accreditation.

The primary duties of this position include reviewing, editing, amending and/or developing agency written directives (rules and regulations, policies and procedures, etc.) to comply with certification/accreditation standards. He/she is also responsible for ensuring that the agency is properly and adequately prepared to demonstrate its compliance documentation during the on-site assessment process. To accomplish these objectives and effectively manage the agency's certification/accreditation process, the Accreditation Manager must have effective organizational, interpersonal and written communication skills.

Major Duties and Responsibilities of the Position

1. Keeps abreast of all aspects of the accreditation process: the *standards* for certification and accreditation as well as the various requirements of the *process*. Assesses and communicates the impact of any proposed changes (on agency policies and practices) to the CEO.
2. Conducts a thorough examination of the agency beginning with a comprehensive review of the standards: analyzes each standard to determine agency compliance; takes steps to achieve compliance where noncompliance is determined; organizes compliance documentation and prepares said documentation in the required manner for assessors to review.
3. Identifies standards that are not applicable to the agency. Prepares and submits Waiver Forms to the Commission for conditional approval.
4. Prepares and submits periodic status reports to the CEO throughout the self-assessment phase to monitor accreditation efforts and agency progress (both initial and follow-up reports).
5. Identifies which Optional Standards the agency is in compliance with and those that *could* be in compliance with in order to meet the agency's required minimum percentage (*for accreditation only*).
6. Provides information on accreditation to agency personnel to ensure familiarization with the certification/accreditation process. Ensures that each employee is aware of all standards that affect or apply to his/her assigned area of responsibility and receives training on how to demonstrate compliance with all standards connected to the employee's duties and responsibilities.
7. Assists in the identification and development of new programs, systems and procedures to achieve compliance with standards which may include the acquisition of new equipment or minor changes in the facility.

8. Develops a self-assessment plan of action to achieve and maintain compliance with standards. Establishes work priorities and coordinates them to meet project deadlines.
9. Oversees and coordinates the agency's system for updating written directives. Assigns policy *reviews* and policy *writing* to individuals functionally responsible or connected to each standard and/or assists in the development of draft written directives for staff review.
10. Prepares and maintains the agency's compliance documentation including all *Accreditation Files*, as required by the Commission.
11. Maintains *archive* files of agency written directives.
12. Prepares and submits documentation and/or reports to the Commission, as required.
13. Serves as advisor to the CEO and Command Staff on issues related to accreditation.
14. Meets regularly with the CEO and key members of the agency to report on accreditation efforts and activities.
15. Develops and manages an agency-wide monitoring/tracking system ensuring that all time-sensitive action items required by standards are completed on schedule (inspections, reports, reviews, and analyses, etc.). Reviews compliance documentation to ensure compliance with standards.
16. Attends training programs offered by the Massachusetts Police Accreditation Commission (MPAC) and the Coalition of Accreditation Managers of Massachusetts (CAMM) to stay abreast of program updates and changes.
17. Performs other duties related to accreditation, as assigned.

Qualifications: Skills, Knowledge and Abilities

1. Working knowledge and understanding of the standards and the process.
2. High degree of self-initiation and the ability to work with little or no supervision.
3. Effective organizational skills and the ability to accomplish multiple tasks at the same time.
4. Ability to plan and organize heavy workload, and complete assignments in a timely fashion.
5. Authority to delegate appropriate assignments throughout the agency and enforce deadlines.
6. Effective writing skills, including the ability to edit draft material.
7. Computer skills (word processing) or the ability to learn.
8. Ability to do some legal and historical research.
9. Ability to speak publicly about the accreditation process and train agency personnel.
10. Ability to resolve problems and noncompliance issues.
11. Ability to think creatively to achieve compliance with challenging standards.
12. Ability to follow instructions ensuring adherence to the Commission's policies and procedures.
13. Ability to attend business meetings and training programs conducted by MPAC and CAMM.