

DEPARTMENT: NIAGARA COUNTY SHERIFF'S OFFICE
CLASSIFICATION: NON-COMPETITIVE PENDING NYSCSC APPROVAL
APPROVED: JUNE 22, 2023

QUALITY ASSURANCE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for monitoring and coordinating the forensic science division quality assurance/safety program to meet established standards of the department and to satisfy the requirements necessary to maintain ISO/IEC 17025 accreditation and any accreditation standard the laboratory may wish to pursue (i.e. FBI QAS.) The incumbent will coordinate, evaluate, and maintain written manuals and documents regarding the proficiency testing program; in-house training; safety policies and procedures; standard operating procedures; court testimony; corrective action reports and procedures; and evidence processing, to ensure uniformity across the lab, that requirements are met, and to recommend any necessary changes to ensure adherence to standards. The incumbent has organizational autonomy from the technical operation of the laboratory, direct access to the highest levels of management at which decisions are made regarding laboratory policy and resources, and is directly responsible to and supervised by the Forensic Laboratory Director. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Serves as a technical expert in quality assurance (QA) to develop and revise the quality management system in compliance with all accrediting standards currently held or that may be pursued by the laboratory;
2. Implements the proficiency testing program by ordering, scheduling, and managing the receipt/distribution of test materials used to monitor performance of staff, equipment and laboratory processes and coordinates timely review of results and submissions to external proficiency test providers and the NYS Division of Criminal Justice Services (DCJS);
3. Interprets proficiency test results to include evaluation of accurate responses, formulation of corrective action plans, and decisions regarding sufficient remediation;
4. Maintains and verifies training records, continuing education, and courtroom testimony records of forensic staff, and ensures such staff are in compliance with statutes and regulations;
5. Coordinates all audits and inspections of the accrediting bodies and facilitates the same;
6. Coordinates and schedules in-house quality and/or safety audits, safety training programs, and other applicable training and events for forensic staff;
7. Ensures collection, analysis, and presentation of required data for relevant parties such as DCJS and Institute for Traffic Safety Management and Research (ITSMR);
8. Develops templates, tools, and processes to facilitate an efficient and effective means for regulatory compliance;
9. Utilizes and evaluates additional compliance software capabilities such as document control, workflows, training and testing and assists with implementation of these capabilities to benefit the laboratory to include training lab staff on their use;
10. Provides oversight of instrument calibration and maintenance, while ensuring that records are readily available for auditing and discovery purposes. This may include scheduling of required calibration tasks and managing the records resulting from these activities;
11. Reviews and evaluates the work of others and assists in any corrective/remedial actions;
12. Solicits customer and stakeholder feedback, surveys and performs analysis for lab service refinement;
13. Participates in public health preparedness activities, scientific meetings, seminars, and other training as assigned;
14. May perform forensic science analysis on evidence in a forensic discipline.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of quality assurance in a regulated forensic laboratory environment; thorough knowledge in laboratory quality systems, document control, and conducting audits on an expert level; thorough knowledge of all applicable accreditation standards for forensic laboratories; thorough knowledge of laboratory safety procedures; good knowledge of the forensic disciplines of seized drug chemistry, biological sciences, firearms and toxicology; excellent organizational skills; skill in utilizing modern software applications including email, word processing, spreadsheets, and presentations; ability to use modern software applications at an acceptable rate of speed and accuracy; ability to prioritize tasks and to demonstrate attention to detail to meet organizational and mission deadlines; ability to establish and maintain effective and cooperative working relationships at all times with supervisors, peers, and outside organizations while maintaining a professional bearing and attitude; ability to communicate effectively, both orally and in writing; ability to understand and carry out oral and written instructions; ability to make sound, ethical and strategic decisions; ability to solve problems; sound professional judgment; honesty; integrity; physical condition commensurate with the demands of the position.

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QUALITY ASSURANCE MANAGER CONTINUED

MINIMUM QUALIFICATIONS: Candidates must meet one of the following:

1. Graduation with a Master's Degree in a natural or physical science, forensic science, toxicology, biomedical technology, quality assurance or criminalistics, and four (4) years of full-time or its part-time equivalent technical level experience in a multidisciplinary forensic laboratory performing forensic analysis, one (1) year of which must have involved quality assurance or quality control; **OR**
2. Graduation with a Bachelor's Degree in a natural or physical science, forensic science, toxicology, biomedical technology, quality assurance or criminalistics, and five (5) years of full-time or its part-time equivalent technical level experience in a multidisciplinary forensic laboratory performing forensic analysis, one (1) year of which must have involved quality assurance or quality control; **OR**
3. An equivalent combination of training and experience that as defined by the limits of (1) and (2) above.

NOTE:

1. Natural Sciences include Biology, Earth Science, Botany, Physics, Chemistry and Zoology;
2. Experience in a quality-related position may be substituted, year for year, for up to two (2) years of the multidisciplinary forensic laboratory experience;
3. Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.
4. Qualifications cannot be changed since jurisdictional classification was approved based on the qualifications meeting certain criteria established by NYSCSC.

SPECIAL REQUIREMENTS:

1. Possession of a valid New York State driver's license at time of appointment and throughout employment;
2. Successful completion of a background check;
3. Individuals must successfully complete the ANAB Forensic Technical Assessor Training to ISO 17025:2017 and ANAB AR3125 prior to or within six (6) months of appointment;
4. Additional continuing education and training may be required as condition of employment.