




City of Manassas Police Department General Duty Manual



Effective Date: 12-13-2013	GENERAL ORDER	Number: 07-06
Subject: Non-Sworn Member Training		
<input type="checkbox"/> New <input type="checkbox"/> Amends <input type="checkbox"/> Rescinds <input checked="" type="checkbox"/> Reviewed: 01-30-2019		Reevaluation: <input type="checkbox"/> 1 yr. <input type="checkbox"/> 18 months <input checked="" type="checkbox"/> N/A
Accreditation Standards: 33.5.3/ 33.7.1/ 33.7.2/ 33.8.1/ 33.8.2/ 41.2.7/	By Authority Of:  Douglas W. Keen, Chief of Police	Total Pages: 3

PURPOSE:

To establish a training program for non-sworn members of the Department.

POLICY:

Non-sworn members should be trained to meet the requirements of job responsibilities as identified in their position description. Training for non-sworn members who predominantly deal with citizens should stress not only the skills necessary to perform technical aspects of their position, but also the importance of the link they provide between the citizen and the Department, which often shapes a citizen's opinion of the Department.

DISCUSSION:

N/A.

PROCEDURE:

I. Non-Sworn Members

- A. Pre-service and In-Service training is required in varying degrees in all non-sworn member salaried positions.
- B. The following are non-sworn member salaried positions including full and part time:
 1. Public Safety Communications Specialists (PSCS) and the non-sworn supervisors staffing the Public Safety Communications Center (PSCC).
 2. All members of the Records Section.
 3. Administrative Associates assigned to any division.
 4. Crime Analyst position
 5. Fiscal /Property Technician
 6. Parking Enforcement / Crossing Guards/Community Liaison Officers
 7. Police Accreditation Coordinator
- C. The following are volunteer (unpaid) positions staffed by non-sworn members:
 1. High School and College Interns
 2. Citizen volunteers

II. Orientation

- A. All newly appointed non-sworn members receive orientation by City's Department of Human Resources. This orientation includes:
 1. Issuance of the City Employee Handbook.
 2. Issuance of the City Safety Handbook.
 3. Review of the member benefits / new employee packet.
 4. An orientation presented by the Safety Manager.
 5. Review of other pertinent information and topics, including:
 - a. Educational assistance program.
 - b. Member safety Program.
 - c. Sexual harassment and racial discrimination policy.
 - d. Incentive awards program.

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- f. Member driving records.
- g. Attendance and leave policy.
- h. Performance evaluation.
- B. The City's Information Technology (IT) department provides entry level basic training to all members, regardless of sworn or salaried status, at the employee's orientation. Advanced training in select computer topics is also provided through the City's IT upon request of the non-sworn member.
- C. The immediate supervisor of a newly appointed non-sworn member is responsible for ensuring the Employee receives the following training:
 - 1. Orientation to the Department's role, purpose, goals, policies, and procedures.
 - 2. Working conditions and regulations.
 - 3. Responsibilities and rights of members.
 - 4. Training in those directives from the General Duty Manual applicable to the member's job responsibilities.
- D. The supervisor to whom an intern or citizen volunteer is assigned is responsible for providing training in their authorized and assigned duties.

III. Basic Training

- A. The Office of Professional Standards Supervisor provides to all agency personnel, (within the first 30 days of employment) regardless of sworn status, familiarization with the General Duty Manual and its' applicability to them as employees and to their specific position.
- B. The Accreditation Coordinator provides to all agency personnel, (within the first 30 days of employment) regardless of sworn status, familiarization with the accreditation process, its benefits to the department and to the individual employee.
- C. All agency personnel who may interact with persons suspected of suffering from mental illness shall receive entry level training in topics pertinent to this issue.
- D. Agency personnel receive training in the All Hazard Plan consistent with their role in the event of a critical incident.
- E. Any employee who drives a City vehicle as part of his regular duties may be required to attend the City's Defensive Driving Class scheduled and conducted by the City Safety Manager.
- F. Training proficiency levels for non-sworn members is documented on a quarterly Interim Performance Evaluation during the probationary first year of employment (see General Order 3-11).
- G. Public Safety Communications Specialists (PSCSs), and Public Safety Communications Supervisors (PSC Supervisors):
 - 1. Shall successfully complete 80 hours of basic telecommunications training at the law facility, within the first year of employment, pursuant to DCI S regulations.
 - 2. Shall successfully complete the (in-house) EOC Training Program.
 - 3. Shall become a certified VCIN Operator and obtain re-certification every two years, pursuant to DCJS regulations.
- H. Community Liaison/Parking Enforcement Officials I School Crossing Guards:
 - 1. Community Liaison / Parking Enforcement Officials I School Crossing Guards receive on-the-job training from the Traffic Services Supervisor. Such training should include the legal, safety, and coordinative responsibilities of assignments, including dealing with the public.
 - 2. There are no DCJS standards for Parking Enforcement Officials / School Crossing Guards.
 - 3. The Traffic Services Supervisor documents the training proficiency of Community Liaison/Parking Enforcement Officials and School Crossing Guards through a memorandum to the Commander of Patrol Services before they are assigned to work alone. The Commander of Patrol Services Division then forwards the Training Certification memo to the Training Officer for retention in the member's training file.
- I. Newly Promoted Civilian Supervisors receive training in the following areas:
 - 1. Performance Evaluation System
 - 2. Employee Assistance Program components
 - 3. Career Development

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4. Supervisory functions of their position
- J. Other non-sworn members
 1. Other non-sworn members receive on-the-job training in accordance with responsibilities found in their Class Specification.
 2. Any additional outside training is contingent on the required knowledge, skills and abilities for the position.
 3. There are no DCJS standards for other non-sworn positions within the Department.

IV. In-Service Training

- A. A variety of in-service non-sworn member training opportunities are available. Members should check with their supervisor and/or the Training Officer to determine available courses.
 1. The non-sworn member in writing through the appropriate chain of command makes request for any in-service training to the Training Officer. Supervisors in the chain may approve or deny the requested course.
 2. Training requests that are denied are not forwarded through the chain.
- B. Certain retraining is mandatory for all personnel regardless of sworn or civilian status. Mandatory retraining topics for non-sworn personnel include the following:
 1. Refresher training is conducted triennially in the area related to recognizing and dealing with persons suspected of suffering from mental illness. This training is mandatory for all Public Safety Communications Specialists and optional for other non-sworn personnel.
 2. Non-sworn personnel participate in the annual "All-Hazard Plan" training consistent with their role in an actual event.
 3. All agency personnel are provided familiarization with the Accreditation process in the period between On-Site Assessments.
 4. All agency personnel are provided familiarization with the On-Site Assessment portion of the Accreditation process in the three month period preceding an On-Site.
 5. All non-sworn personnel participate in biennial Ethics training.

Attachments: N/A.

Index as: Civilian Training.
PSCS Training.
Employee Orientation.
Non-sworn member training.

References: N/A.