

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: INVESTIGATOR III -
Office of Professional Standards

SALARY GROUP: B16

DEPARTMENT: Health Services Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: G. Crippen, RN MSN PhD. DATE: 12/30/2011

POSITION #: 030205

I. JOB SUMMARY

Performs moderately complex investigative work in the Office of Professional Standards for the Health Services Division. Work involves conducting investigations. Works under general supervision with limited latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Collects medical and administrative data regarding offenders; and conducts background and personal history investigations and examinations, reviews records, and verifies information of alleged violations of laws, rules, and regulations to include interviewing offenders, witnesses, and staff in various geographic locations; and evaluates and summarizes investigative findings.
 - B. Assists in the development, planning, and coordination of detailed investigations and examinations including special studies to ensure compliance with court orders, consent decrees, American Correctional Association (ACA) standards, and Health Services policies and administrative directives; and collects and maintains investigative data and analyzes trends.
 - C. Assists in the resolution of health care disputes; responds to inquiries and correspondence and recommends solutions; monitors program activities to ensure compliance with policies and procedures; and serves as the liaison with health care staff, other agencies, organizations, and the public.
 - D. Consults with legal staff for assistance in preparing cases for presentation at hearings or in court; testifies in formal hearings and court proceedings; presents evidence of investigative findings; and works with legal staff to prepare responses to complaints, requests for information, and other correspondence to ensure that legal issues are properly addressed.
 - E. Trains and supervises others regarding the Office of Professional Standards and Health Services policies and procedures.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in a Behavioral Science, Health Care Administration, or a related field preferred. Each year of experience as described below in excess of the required two years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Two years full-time, wage-earning experience in health services administration, clinical management, case processing, case management, nursing, counseling, or health services education or training to include conducting investigative or clinical assessment.
3. Experience in the supervision of employees preferred.

B. Knowledge and Skills

1. Knowledge of methods and procedures of medical record keeping.
2. Knowledge of investigative principles, techniques, and procedures.
3. Knowledge of court procedures, practices, and rules of evidence.
4. Knowledge of state and federal laws, rules, regulations, and statutes relevant to the program area.
5. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
6. Skill in conducting investigations by personal interviews and examining records.
7. Skill to review and interpret data, medical records, and other records and to make evaluations based on established criteria.
8. Skill in technical writing, collecting, and analyzing data and preparing technical reports and responses.
9. Skill to plan course of action to meet changing situations.
10. Skill to review legal proceedings and documents and to interpret pertinent provisions of laws and regulations.

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11. Skill to communicate ideas and instructions clearly and concisely.
12. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
13. Skill to interpret and apply rules, regulations, policies, and procedures.
14. Skill to train and supervise the work of others.
15. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs preferred.
16. Skill to read, write, and speak Spanish preferred.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, dictation equipment, calculator, copier, fax machine, telephone, and automobile.