



# Helen Police Department

## Standard Operating Policies and Procedures

Chapter A-030  Department Organization	Effective Date:	August 1, 2022	# of Pages:	11
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### I. PURPOSE

To designate an organizational structure through which organizational components of the Helen Police Department are arranged, defined, directed, and coordinated. To define the general authority and responsibilities of command and supervisory personnel.

### II. POLICY

It is the policy of the Helen Police Department to provide proper authority to supervisory and command personnel commensurate with the duties and responsibilities granted to the respective positions.

### III. DEPARTMENT ORGANIZATIONAL STRUCTURE

A. The Helen Police Department organizational structure includes divisions, shifts and individuals to each of which are assigned specific functional areas of responsibility which include activities which are directly related to carrying out the department's objectives or to support those objectives.

1. Ranking members are those persons having authority to administer and supervise the work of various sections, shifts, units or individuals of the department. A ranking member shall exercise the authority of their position under all conditions in the best interest of the department. Supervisory personnel are accountable for the activities of employees under their immediate control. A ranking officer shall not unnecessarily countermand any orders of a subordinate officer or needlessly interfere with the specific duties of members of lesser rank.

2. Situations arise where personnel from different areas within the department work together on a single operation. A command officer shall be pre-selected to direct the operation. In certain incidents command structure has been predetermined per policy governing the particular type of incident, such as barricaded incidents, SWAT and hostage incidents.
  3. When two or more members are working together on the same assignment and are of equal rank, seniority shall not be exercised except in an emergency or when designated by the Chief of Police.
- B. The Helen Police Department's organizational structure is as outlined on the organizational chart, which is updated as needed and made available to all employees. The organizational chart shall reflect the chain of command, lines of authority and communications, rank and grade, and personnel authorization.
- C. Department personnel are divided into two categories:
1. Sworn personnel -- consisting of the members of the department who are vested with police authority.
  2. Non-sworn or civilian personnel -- personnel performing support services such as clerical, terminal agency coordinator (TAC), systems administrator, mechanical, etc.

#### **IV. SPAN OF CONTROL**

To achieve effective direction, coordination and control, the number of employees under the immediate control of a supervisor should not be excessive. Current personnel allocations are such that the maximum number of personnel assigned to any shift, if all were present and working is seven.

The appropriate span of control for a given position will be determined by the conditions that prevail in that particular supervisory situation.

#### **V. AUTHORITY AND RESPONSIBILITY**

- A. To achieve effective direction, coordination and control, responsibility and accompanying authority are delegated through the chain-of-command. All

department personnel shall be given the authority to effectively complete all functions required by their position, with each position within the department responsibility is accompanied by commensurate authority.

- B. Each organizational component is under the direct command of only one supervisor. All levels of department supervision are required to delegate the necessary authority to lower ranking personnel to allow all members of the department to fulfill their responsibilities. Each employee is accountable for the use of delegated authority.
- C. The City of Helen is the governing authority and shall have direction and control of the Helen Police Department and its employees. The police officers working for the City of Helen shall have the powers of peace officers as regulated by law, and the power to make arrests and to execute and return criminal warrants and processes in the city.

D. Chief of Police

- 1. The Chief of Police is the administrative head of the Helen Police Department. The Chief may delegate or grant particular authority to ranking members of the department as necessary for the efficient operation of the department. The Chief shall have ultimate responsibility of the department for the preservation of life, property, good order, investigation of crime, suppression of vice and enforcement of state laws and municipal ordinances, and for the fiscal management of the department. This direction will be accomplished through written and oral orders, policies, procedures, guidelines, directives and guidance as well as by personal leadership exerted through subordinate supervisors and officers. The Chief shall provide information to the City Manager on matters pertaining to the police department.

a. Authority

The Chief of Police is the chief executive officer of the department and the final departmental authority in all matters of policy, operations and discipline. He or She exercises all lawful powers of his or her office and issues such lawful orders as are necessary to assure the effective performance of the department.

## 2. Responsibilities

Through the Chief of Police, the department is responsible for enforcement of all laws and ordinances coming within its legal jurisdiction. He or she is responsible for planning, directing, coordinating, controlling and staffing all activities of the department; for its continued and efficient operation; for enforcement of rules and regulations within the department; for the completion and forwarding of such reports as may be required by competent authority; and for the department's relations with citizens, city government and other agencies.

## VI. Captain – Assistant Chief

A. The captain is the assistant to the Chief of Police and is the second in command of the police department. In the absence of the Chief of Police the captain will assume the position of the Acting Chief.

### 1. Authority

This is a highly responsible leadership position in administrative, supervisory, and law enforcement work. The captain is responsible for the Support Services, Patrol Operations, Investigations, Training, and Communications, having direct authority over the Division Supervisors.

### 2. Responsibilities

The captain will supervise all projects as assigned by the Chief of Police. The captain will also assist Division Supervisors in directing, controlling, and coordinating all functions assigned to the Divisions. The captain shall be assigned such duties and responsibilities as directed by the Chief of Police.

## B. Division Supervisors

### 1. Authority and Responsibilities

a. The Division Supervisor, during their tour of duty, exercises the same authority and has the same responsibilities as their commanding officer, subject to higher authority. The Division Supervisor is responsible for the performance of employees under

their immediate control. The span of control of the Division Supervisor or any other supervisor officer should not exceed seven employees. In addition to the general and individual responsibilities of all members and employees, the Division Supervisor is specifically responsible for the following:

1. Supervision - A supervisory officer may be assigned to field or office duties. During their tour of duty, they must closely supervise the activities of their subordinates, making corrections where necessary and commending where appropriate. Supervisory officers are responsible for the performance of employees under their immediate control.
  2. Direction - Supervisory officers must exercise direct command in a manner that assures the good order, conduct, discipline and efficiency of subordinates. Exercise of command may extend to subordinates outside their usual sphere of supervision of the police objective or as reputation of the department so requires; or if no other provision is made for personnel temporarily unsupervised. This authority shall not be exercised unnecessarily. If a supervisor requires a subordinate other than their own to leave a regular assignment, the supervisor so directing will inform the subordinate's own supervisor as soon as possible. Supervisory officers shall be responsible for the use or misuse of delegated authority.
- b. Enforcement of Rules, etc. - Supervisory officers must enforce departmental rules and regulations and ensure compliance with departmental policies and procedures.
  - c. Inspection - Supervisory officers are responsible for inspection of activities, personnel and equipment under their supervision and initiation of suitable action in the event of a failure, error, violation, misconduct or neglect of duty by a subordinate.
  - d. Roll Call - Conduct of prescribed roll calls, communication of all orders or other information at roll call and inspection, and correction of his or her command as necessary.
  - e. Assisting Subordinates - A supervisory officer shall have working knowledge of the duties and responsibilities of their subordinates.

They shall observe contacts made with the public by their subordinates and be available for assistance or instruction as may be required. A field supervisor officer shall respond to calls of serious emergencies, felonies in progress, assaults and others unless actively engaged in a police incident. They should observe conduct of assigned personnel and take active charge when necessary. It is also their responsibility to do an Annual Performance Evaluation on each of their subordinates yearly.

- f. Personnel Complaints - Inquiry into personnel complaints against members and employees under their command in accordance with the provisions of this manual.

## **VII. UNITY OF COMMAND**

A. Each employee of the Helen Police Department will be accountable to only one supervisor at any given time within their respective chain-of-command. This unity of command is essential to ensure that all employees are aware of what is expected of them and to promote efficiency and responsibility. However, it is understood that there may be times when an employee may be given a command or be responsible to someone other than their immediate supervisor. Under ordinary circumstances, each employee should be able to identify one, and only one, supervisor to whom the employee is accountable.

B. In descending order, the chain of command of the department is as follows:

1. Chief of Police
2. Captain
3. Sergeant / Investigator
4. Corporal
5. Patrol Officer
6. Non-Sworn Personnel (will be accountable to one supervisor, in most cases the Chief of Police unless otherwise specified)

C. General orders relative to the chain of command are as follows:

1. The chain of command, descending from the Chief and ascending from the lowest rank, shall be preserved and shall be respected in the delegation of authority and all inter-departmental communications.
2. Members shall not bypass their supervisors except as set forth in departmental policy.
3. In no way will a member of the chain of command discourage, harass, or in any other way prohibit another member from reaching the top of the chain of command - this being the Chief's Office. Any member in the chain of command who is guilty of such activities will be in violation of this policy, regardless of rank. In incidents of such violation, the member following the chain of command should make a written request for a hearing with the Chief of Police and should specify the violation and violator.
4. All personnel are encouraged and supported in the exchange of information among all agency functions and personnel for the purpose of coordinating activities. The procedure for communication, coordination, and cooperation among all agency functions and personnel should be through the attendance of a investigator at patrol shift briefings, if possible, e-mails, monthly supervisors meetings, voice mail, or other postings and exchanges of daily bulletins.

#### D. The Office of the Chief

1. The Chief of Police is responsible for the administration and operation of all services within the department. The Chief of Police is responsible for the establishment of departmental policies, directives and rules and regulations that govern department management and operation.
2. The captain reports to and is accountable to the Chief of Police.
3. The Executive Assistant / TAC / records clerk reports to and is accountable to the Chief of Police.
4. The systems administrator reports to and is accountable to the Chief of Police.

#### **XV. Captain**

- A. The Division Supervisors will report directly to the captain.
- B. In the absence of the Chief of Police, the Captain will assume the position of Acting Chief of Police.
- C. Patrol Operations Division
  - 1. The Patrol Operations Division consists of Uniform Patrol, special operations and Criminal Investigations.
  - 2. Officers assigned to patrol shifts report to and are accountable to their respective shift supervisors (Sergeants)
  - 3. Personnel assigned to Criminal Investigations report to and are accountable to the captain.
  - 4. Retired Captain and part time officers report to and are accountable to the highest-ranking full-time officer on duty. All part time officers are secondary response and back-up to any full-time officer.

D. Command During Absence of the Chief of Police

During the absence of the Chief of Police, the Chief shall delegate the authority vested in this position to the captain. During the absence of the Chief and captain, the Chief of Police shall delegate the authority vested in this position to a designated Division Supervisor. The designated Division Supervisor shall assume full authority and responsibility of the department.

- E. At every level within the agency, personnel shall be given the authority to make the decisions necessary for the effective execution of their responsibilities. The employee shall be made accountable for the use of delegated authority as well as for the failure to use it.

F. Lawful Orders

At all times members will obey any lawful order given by a supervisor, including any other relayed from a superior by an employee of the same or lesser rank. Orders from supervisors to subordinates will be in a professional, clear, understandable language, civil in tone and manner and issued pursuant to departmental business.



## G. Unlawful Orders

Supervisors will not knowingly issue any order that is in violation of any law, ordinance or departmental rule or policy. Employees are not required to obey any order that is contrary to any law or ordinance. Responsibility for refusal to obey rests with the employee, and they will be strictly required to justify their actions. The employee will report the unlawful order to their next level of supervision or to the next level of command available.

## H. Unjust, Improper or Conflicting Orders

1. Employees who are given orders that they feel are unjust or contrary to rules or policy may first question the order in a professional and respectful manner with the issuing authority. If the order stands as issued, the employee is expected to obey the order to the best of their ability and then may proceed with any remedy provided.
2. Upon receipt of an additional order which conflicts with any previous order or instruction, the member affected will advise the person issuing the second order of this fact, in a professional and respectful manner. Responsibility for countermanding the original instruction rests with the individual issuing the second order to have the original order rescinded. In no event will an employee countermand a supervisor's order unless immediate danger to lives or property exists.

I. Within the department there exists whatever units of organization the Chief of Police deems necessary.

## **XVI. JOB DESCRIPTIONS**

- A. A copy of all job descriptions for employees shall be maintained on file in the Chief's Office.
1. Upon request, employees may obtain a copy of any job description.
  2. Employees may request a copy of their or any other job description from their immediate supervisor.

3. The employee's supervisor shall secure the requested job description from the Chief's Office and forward the copy to the requesting employee.
4. Upon request, supervisors may obtain copies of job descriptions that relate to their subordinates from the Chief's Office.
5. Each employee shall be issued a copy of their job description upon being hired by the department.

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