

Department of Corrections  
SMART Expectations for Supervisor

CLASS TITLE	AREA OF RESPONSIBILITY	SMART EXPECTATIONS:	EXCEPTIONAL / 5	ABOVE EXPECTATION / 4	MEETS EXPECTATION / 3	BELOW EXPECTATION / 2	UNACCEPTABLE / 1
Supervisor	Training	During this evaluation period, the Supervisor shall support staff; inspectors and Senior Inspectors within their District Office, receive applicable training, mentoring and guidance.	Meets all requirements for a "4" rating and: Has obtained Instructor certification and participates through instructional practices in agency training objectives.	Meets all requirements for a "3" rating and: Encourages staff to exceed minimal training requirements. Seeks opportunity for staff development and makes appropriate office schedule adjustments to ensure effective office operation.	In the oversight and management of District training, the Supervisor shall: Encourage and support continual training to enhance the inspectors professional development. Provide mentoring and guidance to inspectors throughout the investigative process when applicable. Ensure all inspectors adhere to Departmental and OIG training requirements. Readily identifies deficiencies through the development of a performance improvement plan when appropriate.	Any One (1) condition for achieving a "3" has not been consistently met.	Any Two (2) conditions for achieving a "3" have not been consistently met.
Supervisor	Office Management	During this evaluation period, the Supervisor shall ensure the management and direction of support staff, Inspectors and Senior Inspectors within their District Office.	Meets all requirements for a "4" rating and: Effectively serves as the Acting Assistant Chief during his/her absence.	Meets all requirements for a "3" rating and: Requires minimal guidance from the Assistant Chief in overall daily District operations. Routinely attends meeting with Institution Leadership within the District.	In the management of the District Office, the Supervisor shall: Maintain appropriate staffing levels for operational readiness. Ensure office supplies and equipment are available for staff as appropriate. Ensure Fleet integrity through preventive maintenance and vehicle repairs as needed. Ensure case assignment is distributed appropriately and timely in accordance with OIG Procedures/Directives.	Any One (1) condition for achieving a "3" has not been consistently met.	Any Two (2) conditions for achieving a "3" have not been consistently met.
Supervisor	Communication	During this evaluation period, the Supervisor shall ensure effective communication between the District Office and the Assistant Chief. The Supervisor shall effectively communicate, to the line staff, the vision, goals and expectations of the OIG and his/her Command Staff.	Meets all requirements for a "4" rating and: Demonstrates public speaking through attendance in OIG, Institution, Regional or agency wide meetings.	Meets all requirements for a "3" rating and: Conducts District Office meetings on a bi-monthly basis. When conducting case status presentations to Command Staff, the Supervisor ensures the brief is organized, accurate, complete and is presented in a chronological manner.	In tier communications, the Supervisor shall: Conduct District Office meetings on a quarterly basis. Delivers the vision, goal and expectations for the OIG in a manner that inspires, encourages and sets a positive leadership example. Ensures thorough and accurate Information Briefs are submitted to the Assistant Chief in a timely manner. Communicates with the Assistant Chief in reference to cases or incidents of a serious nature that occur within the District.	Any One (1) condition for achieving a "3" has not been consistently met.	Any Two (2) conditions for achieving a "3" have not been consistently met.

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Supervisor	Case Assignment	During the evaluation period, the Supervisor shall oversee, review and approve all investigations and investigative reports within their District Office.	Meets all requirements for a "4" rating and: the Supervisor, on a quarterly basis, conducts a random sampling of each inspectors case recorded interviews to ensure the interview is accurately reflected in the associated IR.	Meets all requirements for a "3" rating and: Ensure cases are submitted to the Assistant Chief on the proper template; consistently contain accurate, pertinent facts that support the summary findings without necessary corrections.	In the management of the cases assigned within the District office, the Supervisor shall: Properly assign inquiries and investigations to inspectors and senior inspectors. Review investigative plans at the onset of the case assignment. Review Incident Reports to ensure accuracy. Review reports for grammar, sentence structure and punctuation. Ensure applicable Florida Statute, Florida Administrative Rule, Department Procedures and OIG Procedures/Directives are addressed. Ensure reports are completed within the guidelines set in OIG Directive. Review the Summary Report to ensure it accurately reflects the case findings. Ensure evidence is processed in accordance with OIG Directive. Ensure the Case Summary accurately reflects evidence obtained and documented in the case IR.	Any One (1) condition for achieving a "3" has not been consistently met.	Any Two (2) conditions for achieving a "3" have not been consistently met.