



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING INSTRUCTION

MPD AMBASSADOR PROGRAM

ISSUED: December 20, 2016

EFFECTIVE: December 20, 2016

REVIEWED/APPROVED BY:
Assistant Chief Nicole Waldner
DATE: March 29, 2022

ACTION: Rescinds, Re-Creates, and Re-Names Transitional Jobs and Mentoring Program SOI

WILEAG STANDARD(S): 2.8.1

I. PURPOSE

The purpose of this standard operating instruction is to establish guidelines for implementation of the MPD Ambassador Program. As a component of the city's Compete Milwaukee initiative and in collaboration with dedicated organizational partners, the Milwaukee Police Department has committed to provide a short-term work experience, professional skills training, and mentoring to young adults.

II. PROGRAM OVERVIEW AND SCOPE (WILEAG 2.8.1)

The goal of the Ambassador program is to provide internships with valuable experiences to prepare participants for meaningful employment, primarily in criminal justice and public service fields, however, this experience should prepare them as competitive entry-level applicants in any profession they might choose. Participants in the MPD Ambassador Program will be either employees of the City of Milwaukee or a designated organizational partner, and will work part-time at Milwaukee Police Department work locations.

As paid interns, the ambassadors will perform work functions alongside MPD members, serving in a support capacity for the duration of the program. Selected MPD members will serve as mentors to guide ambassadors in their development and the performance of their duties. Commanding officers and work location supervisors shall ensure that mentors are allowed to perform the duties necessary for the success of the participants and the program.

In addition to this standard operating instruction, the MPD Ambassador program shall be governed by the provisions of SOP 590.10 – Intern General Guidelines and 590.15 – District/Division Responsibilities. While on duty and performing Milwaukee Police Department functions, MPD Ambassadors are representatives of the department acting in a non-sworn capacity and are indemnified when acting in accordance with this policy.
(WILEAG 2.8.1.1, 2.8.1.2, 2.8.1.5)

III. PROGRAM COORDINATOR

The assistant chief of the Administration Bureau, or a designee, will assign a program coordinator and support personnel to administer the MPD Ambassador Program and to ensure that the program is achieving its objectives. The coordinator shall serve as a liaison between the department and the designated organizational partner. The program coordinator shall be responsible for maintaining reports and documentation in addition to other responsibilities enumerated in this SOI or assigned by higher ranking officers.

IV. MENTORS (WILEAG 2.8.1)

A major component of the MPD Ambassador Program is the assignment of mentors to assist in the professional and social development of program participants. Mentors shall attend specialized training at the Training Division, which will establish position responsibilities, clarify their roles, and enumerate their obligations to the program and participants. Although ambassadors will work with several department members in various capacities during their participation in the program, mentors are primarily responsible for participants' development and for ensuring that they have positive experiences at their work locations. Mentors shall meet regularly with ambassadors as specified by the program coordinator.

(WILEAG 2.8.1.4)

Commanding officers and supervisors shall allow mentors time to fulfill their obligations to the MPD Ambassador Program, except when doing so would jeopardize critical functions in pursuit of the Milwaukee Police Department's mission.

V. CODE OF CONDUCT

As representatives of the Milwaukee Police Department, ambassadors shall conduct themselves in a professional manner while on-duty. Ambassadors shall abide by the laws and ordinances of the jurisdictions in Wisconsin and any other state, and shall adhere to the Milwaukee Police Department Code of Conduct. Behavioral and ethical violations, both on- and off-duty can result in dismissal from the program.

VI. MPD AMBASSADORS' DUTIES AND ASSIGNMENTS (WILEAG 2.8.1)

Ambassadors will be assigned to districts and divisions as determined by the assistant chief of the Administration Bureau and the program coordinator, and shall work the hours determined by the coordinator and the district, division, or unit commander.

A. While on duty, ambassadors shall follow the lawful orders of department supervisors and shall accept direction in the performance of their duties by non-supervisory members.
(WILEAG 2.8.1.2)

B. Work location supervisors shall assign ambassadors to shadowing opportunities, administrative tasks, and support functions appropriate to their roles during the course of their shifts. Shift commanders and supervisors shall ensure that ambassadors are engaged at all times in activities that further their professional development and meet the objectives of the work locations.

(WILEAG 2.8.1.2)

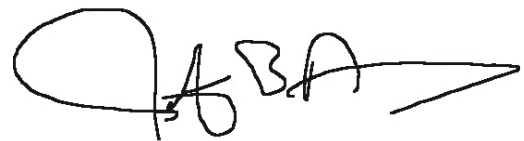
C. When working in the field, members shall ensure the safety of ambassadors, keeping in mind the needs of the service and police members' obligations to act in exigent circumstances. With the exception of ride-alongs, when members in the field with ambassadors happen upon crimes or are tasked with responsibilities at crime scenes, they shall as soon as practical arrange for transportation of ambassadors to safe locations or to their regular work assignments.

D. Ambassadors shall report for duty on time and in the proper uniform or attire. If unable to

report for duty, an ambassador shall notify a work location supervisor prior to the start of his or her shift, specifying the reason for tardiness or absence. The supervisor shall communicate the circumstances to the program coordinator, who is responsible for reporting attendance, Code of Conduct violations, problems, and commendations to the designated organizational partner.

(WILEAG 2.8.1.3)

- E. Ambassadors will be responsible for the cleanliness and serviceability of the uniforms and equipment issued to them and shall report for duty with a clean, neat, and well-groomed appearance. Unless otherwise directed by the assistant chief of the Administration Bureau, ambassadors shall be subject to the department's grooming and appearance standards as specified in SOP 340 – Uniforms/Equipment/Appearance, which addresses hairstyles, facial hair, earrings, and visible tattoos.
(WILEAG 2.8.1.3)
- F. Work location supervisors shall immediately conduct preliminary investigations into allegations of misconduct made by and against ambassadors, and shall communicate such allegations to the program coordinator, who shall notify the assistant chief of the Administration Bureau. After reviewing the preliminary investigation or being briefed on the circumstances, the assistant chief of the Administration Bureau will determine what additional investigative steps, if any, shall be taken by department supervisors. Preliminary investigations shall seek to determine the validity of complaints or allegations of misconduct. When conducting preliminary investigations, supervisors should remain cognizant of the fact that ambassadors are not regular employees of the Milwaukee Police Department. The program coordinator shall report the facts and particulars of investigations involving ambassadors undertaken pursuant to this section to the designated organizational partner, but shall not disclose confidential department information (SOP 450 – Personnel Investigations).
- G. Members working with and alongside ambassadors shall provide a good example by their behavior and model the core values and guiding principles of the Milwaukee Police Department. The professional development and success of ambassadors shall be the responsibility of every member of the department with whom they come into contact.



JEFFREY B. NORMAN
CHIEF OF POLICE