

DUTY STATEMENT

1. POSITION INFORMATION	
Civil Service Classification Supervisor II	Working Title Section Chief
Employee Name	Position Number 799-251-4801-003
Project/Division Name Office of Youth and Community Restoration	Supervisor's Name Alisa Hartz
Unit Ombuds Division	Supervisor's Classification C.E.A (Ombudsperson)
Physical Work Location 925 L Street, Sacramento, CA	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction Click here to enter text.
Effective Date Click here to enter text.	
2. REQUIREMENTS OF POSITION	
Check all that apply: <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> May be Required to Work in Multiple Locations </div> <div style="width: 45%;"> <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Other (<i>specify below in Description</i>) </div> </div> <p>Description of Position Requirements (e.g., <i>the position may move from project to project upon business need, managing staff at an alternate location, graveyard/swing shift, frequent travel, etc.</i>)</p> <p>Click here to enter text.</p>	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<p>The Division of the Ombudsperson receives and responds to inquiries and complaints received from youth, parents/caregivers, the public, advocacy groups, and others concerning the care of youth in juvenile justice facilities and policies, practices, and processes within juvenile justice facilities in California.</p> <p>Under the general direction of the OYCR Ombudsperson (CEA), the Supervisor II provides planning, direction and leadership within the Division of the Ombudsperson. The Supervisor II manages efforts aimed at responding to complaints, conducting investigations, and producing reports. The Supervisor II manages staff, engages in complex and sensitive interpretation, analysis, and decision-making, and supports program development and improvement related to the personal rights, safety, facility conditions, and wellbeing of youth in the juvenile justice system in California.</p> <p>The Supervisor II position requires occasional travel within the State and daily use of a personal computer/telephone. Hybrid telework options available.</p> <p>Supervision Received</p> <p>Receives direct supervision from the OYCR Ombudsperson (CEA). The Supervisor II receives guidance on policy, procedural, and administrative issues affecting the Division. The incumbent is required to display considerable independence, initiative, and resourcefulness in carrying out the responsibilities.</p> <p>Administrative Responsibility</p> <p>Directly supervises the work of OYCR Ombuds Division staff. Reviews and approves staff travel, equipment and supply purchases, and other business expenses; conducts timely reviews of staff performance; reviews and approves staff leave usage; recruits, screens and hires staff. Ensures confidentiality of personal and/or sensitive information. The Supervisor II is required to utilize good judgment in handling sensitive and confidential matters. Acts in the capacity of the Ombudsperson at appointed times.</p> <p>Personal Contacts</p> <p>The Supervisor II has frequent contact with other state and county staff, including but not limited to, probation, judicial officers, mental health and health services, private and public service agencies, advocates, and related associations for the purposes of consultation and complaint resolution concerning the care of youth in the juvenile justice system. Additionally, the incumbent meets with federal, state and county staff/management and private advisory/advocacy groups as needed.</p>	

Tact, diplomacy, discretion, good judgment, and the ability to arbitrate/mediate are essential in the collaboration with others to benefit the youth served under the OYCR Ombudsperson.

Actions and Consequences

Errors in judgment, poor interpersonal skills, unsound policy recommendations, or inadequate administration of identified responsibilities can result in program practices that negatively impact the care and quality of services to youth in the juvenile justice system and may adversely impact the credibility of the Ombudsperson. Failure to use good judgment could result in youth not receiving necessary assistance and may place a youth at risk of additional abuse or neglect. Such errors may result in creating fiscal sanctions or higher costs to state and local government and emotional/psychological harm to youth in the juvenile justice system.

Percentage of Duties	Essential Functions
45%	<p>Manages, directs, and supervises the activities of Investigations section liaisons. Directs and oversees assignments to staff. Ensures investigations assignments are properly distributed and completed timely and in accordance with the expectations and standards of Division policies and procedures. Oversees and monitors workloads based on multiple factors including experience of the liaison, complexity of complaints and inquiries currently assigned, additional assignments and other factors. Ensures that investigation documentation is complete and accurate. Confers and collaborates with TA/Training section to develop appropriate complaint resolutions and identify technical assistance offers. Directs sensitive or complex investigations consistent with the direction from the Ombudsperson. Elevates serious and sensitive complaints to the Ombudsperson. Approves investigative site visit travel.</p> <p>Evaluates staff performance and identifies needs for staff training and professional development on all aspects of the investigation process. Provides coaching and continuous improvement opportunities on all aspects of the investigation from intake to closure. Provides regular feedback to subordinate staff regarding completed assignment and efficiencies; ensures procedures are in place to track assignments and priorities to meet deadlines and goals. Participates in selection of unit staff. Coaches subordinate staff, completes performance evaluations, develops individual staff development plans, and identifies training and development needs for various classifications within the branch to ensure a diverse and competent workforce, and maintains accurate and thorough supervisory documentation. Supports the establishment of a positive work environment within the division through coaching, staff communication, and fostering a team approach.</p>
35%	Investigates complex, sensitive, and high-profile complaints and inquiries from the Director, Deputy Director, Governor's Office, the Legislature, advocacy groups, youth, caregivers, attorneys, and other internal and external stakeholders regarding case specific issues related to youth in juvenile justice facilities. Conducts research and prepares written reports to facilitate complaint resolution, elevates issues of statewide importance, and keeps the Ombudsperson informed of complaint trends. Supports the development of Legislative reports and special investigations.
15%	Updates Division policies and procedures relating to the Investigations section. Manages the development of budget change proposals and legislation and regulations impacting youth in the juvenile justice system.
5%	Acts for the Ombudsperson when necessary and performs other duties as assigned as they relate to the operation of the Division of the Ombudsperson.

4. WORK ENVIRONMENT (Choose all that apply from the drop-down menus)

Standing: Infrequent (7-12%)	Sitting: Frequent (51-75%)
Walking: Occasional (13-25%)	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Not Applicable
Lifting: 1-25% of the time	Bending/Stooping: Not Applicable
Other: Click here to enter text.	
Type of Environment: a. N/A b. N/A	
Interaction with Public: a. N/A b. N/A c. N/A.	

5. SUPERVISION

The Supervisor II directly supervises the professional staff within the Ombuds Investigations Section.

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Duty Statement and can perform the duties outlined above without a Reasonable Accommodation.

Employee's Name (Print)

Employee's Signature

Date

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Duty Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature

Date

7. HRD USE ONLY

Human Resources Division Approval

<input type="checkbox"/> Duties meet class specification and allocation guidelines. <input type="checkbox"/> Exceptional allocation, 625 on file.	HR Analyst initials	Date approved

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

- * If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation form and submit to Human Resource Division (HRD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

Click here to enter text.

**** AFTER SIGNATURES ARE OBTAINED:**

- SEND THE ORIGINAL DUTY STATEMENT TO HRD TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
- PROVIDE A COPY TO THE EMPLOYEE/FILE A COPY IN THE SUPERVISOR'S DROP FILE