



DUTY STATEMENT

1. POSITION INFORMATION	
Civil Service Classification Analyst II	Working Title Ombuds Training and Technical Assistance Liaison
Employee Name	Position Number 799-251-5393-708
Project/Division Name OYCR Ombudsperson Division	Supervisor's Name Ahmed Nemr
Unit Training and Technical Assistance Unit	Supervisor's Classification Supervisor II
Physical Work Location	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	
<p>Check all that apply:</p> <p><input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check</p> <p><input type="checkbox"/> May be Required to Work in Multiple Locations <input type="checkbox"/> Other (<i>specify below in Description</i>)</p> <p>Description of Position Requirements (e.g., the position may move from project to project upon business need, frequent travel, work after hours or on weekends, etc.):</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 from youth, families, advocates, and members of the public regarding the care and conditions of youth in California's juvenile justice facilities, as well as the policies and practices within those secure settings.</p> <p>Under the general direction of the Supervisor II, the Analyst II independently performs a wide range of analytical duties in support of the Ombudsperson Division's mission. The Analyst II plans, develops, and coordinates outreach and training initiatives aimed at promoting awareness of the Youth Bill of Rights and improving conditions for youth in juvenile justice facilities. The Analyst II develops and updates the Ombuds training materials and tools that reflect current laws and best practices, and facilitate trainings for youth, facility staff, probation departments, and community partners.</p> <p>The Analyst II also provides technical assistance to local and state partners by interpreting policies and regulations. The Analyst II supports regional engagement efforts by coordinating with facility leadership, youth advocates, and other stakeholders to identify training needs and ensure consistent implementation of youth rights across counties.</p> <p>Additionally, the Analyst II assists the Supervisor II in the planning and execution of the Ombudsperson's Annual Site Visits to juvenile justice facilities. This includes supporting logistics, preparing outreach and documentation materials, and participating in on-site data collection and follow-up efforts.</p>	
Percentage of Duties	Essential Functions
25%	The Analyst II is responsible for planning and executing the Ombudsperson Division's Annual Site Visits to juvenile justice facilities across the state. This includes coordinating logistics, preparing materials, tracking follow-up items, and facilitating on-site engagement with youth and facility staff. The Analyst II leads the documentation of observations, manages data collection activities, and develops preliminary analyses to inform findings and recommendations. This role requires statewide travel to support the successful implementation of site visits.
25%	The Analyst II independently plans, coordinates, and delivers training and outreach programs related to the Youth Bill of Rights and the role of the Ombudsperson Division. The Analyst II is responsible for developing, revising, and implementing training curricula and outreach content to ensure alignment with relevant laws, policies, and best practices.

25%	The Analyst II is responsible for providing expert-level policy guidance to support the resolution of complaints investigated by the OYCR Ombudsperson Division's Investigations Unit. In this role, the Analyst II also serves as a liaison between OYCR staff, contracted partners, and external subject matter experts to develop and implement complaint-related efforts. The Analyst II manages referrals from the Investigations Unit involving best practices, ensuring timely and effective engagement with relevant parties. Additionally, the Analyst II provides policy interpretation to OYCR staff, state agencies, county probation departments, and community-based organizations on policies and procedures impacting youth in the juvenile justice system. The Analyst II consults on the implementation and operationalization of juvenile justice laws and practices, with a strong focus on advancing the rights and well-being of system-involved youth.
10%	The Analyst II is responsible for independently developing and distributing youth-focused educational resources in collaboration with Ombudsperson Division leadership. This includes creating and managing digital, print, and multimedia materials that are accessible, engaging, and aligned with the Division's mission. As part of publication and training responsibilities, the Analyst II also monitors and responds to inquiries received through the Division's helpline and mailbox to ensure timely and informed communication with youth and stakeholders.
10%	Represents the OYCR at a variety of meetings and participates in committees, trainings, work groups and/or task forces. Represents the Supervisor II and the unit as needed both within and outside of OYCR. Creates, edits, and remediates documents to ensure the documents are made accessible and are in compliance with the American with Disabilities Act (ADA). Relieves the unit leadership of routine and general administrative assignments.
5%	Performs other related duties, special assignments, and projects as required in order to fulfill the mission, goals, and objectives of the OYCR.

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: <i>Click here to enter text.</i>	
Type of Environment: a. N/A b. N/A	
Interaction with Public: a. N/A b. N/A c. N/A.	

5. SUPERVISION

N/A

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

- Duties meet class specification and allocation guidelines.
- 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



DUTY STATEMENT

1. POSITION INFORMATION	
Civil Service Classification Analyst I	Working Title Ombuds Training and Technical Assistance Liaison
Employee Name	Position Number 799-251-5157-708
Project/Division Name OYCR Ombudsperson Division	Supervisor's Name Ahmed Nemr
Unit Training and Technical Assistance Unit	Supervisor's Classification Supervisor II
Physical Work Location	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction Click here to enter text.
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3. DUTIES AND RESPONSIBILITIES OF POSITION	
<p>The Division of the Ombudsperson responds to concerns from youth, families, community members, and other stakeholders regarding conditions of care, treatment, and practices in California's juvenile justice facilities.</p> <p>Under supervision, the Analyst I performs a variety of analytical and program support tasks that contribute to the Division's training, outreach, and complaint resolution activities. The Analyst I assists in preparing and organizing materials for trainings and outreach events that inform youth and system professionals about the Youth Bill of Rights and the role of the Ombudsperson. Duties may include scheduling, assembling training kits, tracking attendance, and supporting data entry or evaluation efforts.</p> <p>The Analyst I also supports the development and dissemination of educational materials by formatting documents, proofreading content, coordinating printing and distribution, and assisting with updates to digital platforms or databases. The SSA helps with responding to requests for information and provides support to senior staff in documenting technical assistance provided to counties and partner agencies.</p> <p>In coordination with the Supervisor II and other team members, the Analyst I also assists in planning and conducting the Ombudsperson's Annual Site Visits. Responsibilities may include preparing logistics, organizing documentation, collecting information during visits, and ensuring follow-up items are recorded and tracked appropriately.</p>	
Percentage of Duties	Essential Functions
25%	Assist in policy guidance relating to the resolution of complaints investigated by the OYCR Ombuds Division Investigations Unit. Advises Ombuds Investigative Unit staff on complaint resolution and technical assistance available, identifies available and appropriate resources, engages with county probation departments or other stakeholders to offer technical assistance and document outcomes. Liaises with OYCR, contracted, and/or external subject matter experts to develop and offer complaint- related technical assistance. Receives referrals from the investigations unit of complaint issues relating to best practices and follows up with relevant parties. Provides technical assistance and policy guidance to OYCR staff, other state agencies, county probation departments, and community-based organizations on state policies and procedures affecting youth involved in the juvenile justice system. Provides assistance on the implementation and operationalization of juvenile justice laws and practices, especially those pertaining to the rights and well-being of youth involved in the juvenile justice system.
25%	Assists with the coordination and logistical support of training and outreach activities aimed at educating youth and system partners on the Youth Bill of Rights and the Ombudsperson Division's role. The Analyst I

	supports event planning by analyzing schedule data, tracking and reporting attendance trends, evaluating the effectiveness of outreach strategies, and ensuring materials and communications are accessible and inclusive. This includes providing data-informed recommendations for after-hours and weekend session planning. The Analyst I assists presenters during training sessions and assist with follow-up communication and data collection. Travel is required to support outreach efforts across the state.
25%	Assists the Supervisor II in planning and conducting the Ombudsperson Division's Annual Site Visits to juvenile justice facilities across the state. The Analyst I supports coordination efforts by analyzing logistical data, monitoring the preparation and distribution of materials, tracking follow-up actions and outcomes, and evaluating engagement strategies with youth and facility staff to inform continuous improvement. The Analyst I may also assist in documenting observations, collecting data, and supporting the development of findings and recommendations stemming from the site visits. Travel is required to site visits across the state.
10%	The Analyst I contributes to the development and dissemination of educational content for youth in the juvenile justice system and key stakeholders by supporting quality assurance processes such as content review, formatting consistency, and alignment with legal and policy standards. Responsibilities include tracking content inventory, monitoring digital publication metrics, and analyzing feedback to improve accessibility and youth-friendliness. The role also includes managing data from the Division helpline and mailbox to inform publication and training strategies in collaboration with senior staff.
10%	The analytic staff participates in meetings, committees, trainings, work groups, and task forces to take notes, track action items, and provide analytical or logistical support as needed. They assist in creating, editing, and remediating documents to ensure accessibility and compliance with the Americans with Disabilities Act (ADA). The role also includes performing routine administrative tasks and supporting documentation workflows to enhance organizational efficiency and accessibility.
5%	Performs other related duties, special assignments, and projects as required in order to fulfill the mission, goals, and objectives of OYCR.

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Supervisor's Name (Print)	

Supervisor's Signature Date

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