



Current
 Proposed

DUTY STATEMENT

1. POSITION INFORMATION	
Civil Service Classification Analyst III	Working Title Ombudsperson Liaison
Employee Name	Position Number 799-251-5402-003
Project/Division Name Office of Youth Community Restoration	Supervisor's Name Ahmed Nemr (Acting)
Unit Click here to enter text.	Supervisor's Classification Supervisor II
Physical Work Location Click here to enter text.	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, managing staff at an alternate location, graveyard/swing shift, frequent travel, 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 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 secure facilities in California.</p> <p>Under the general direction of the Ombudsperson or Supervisor II, the Analyst III will serve in a non-supervisory, highly skilled and independent position responsible for the management of the most complex, sensitive, and highly visible complaint investigations. The position acts as the Ombudsperson's principal staff representative with public constituents and regularly interacts with high-level executives, OYCR staff, Chief Probation Officers, law enforcement personnel, attorneys, and external stakeholders. The Analyst III has substantial responsibility for exercising independent judgement in the day-to-day management of a caseload and handling of investigating complex constituent complaints. The Analyst III manages regional efforts aimed at providing trainings and disseminating information on the personal rights of youth in juvenile justice facilities and the role of the Ombudsperson.</p>	
Percentage of Duties	Essential Functions
40%	<p>Acts as a lead for resolution of complaints requiring extensive and independent interaction with high level state and county executives (Agency Directors, Chief Probation Officers, Boards of Supervisors, State and Local Officials, Law Enforcement and Attorneys). Independently manages a caseload of sensitive, complex, and confidential complaints, analyzing, investigating, and resolving complaints associated with the harmful conditions, practices, facilities, or other emergency conditions in the juvenile justice system. Initiates investigative procedures to validate complaint allegations, ascertains all relevant information, reviews laws, regulations, and policies, and engages in complex problem solving to determine the appropriate action to facilitate complaint resolutions. Obtains all relevant information regarding the complaint and facts surrounding allegations by conducting fact-finding telephone and in person interviews, research, data collection, facility inspections, and accessing and reviewing highly sensitive and confidential records. Contemporaneously documents all investigative conversations, case chronologies, research, and actions taken, and maintains files and records for all work performed in the case management system. Maintains close coordination with the Ombudsman to confirm investigation sufficiency. Concludes investigations of complex nature with written findings and recommendations that are acceptable to the Ombudsperson.</p>

	Effectively resolves highly sensitive and potentially volatile complaints by influencing agency action through negotiation and problem solving to mitigate negative impacts to children and youth. Prepares investigative summaries and recommendations for resolving complaints and provides proper level of advice, information, and findings to complainants, relevant agency personnel and others while adhering to confidentiality rules.
25%	Answer public facing hotline and responds to inquiries by phone, mail, or direct contact to independently receive sensitive and confidential complaints made by or on behalf of children and youth in the juvenile justice system. Conducts intake interviews, determine jurisdiction and timeliness of complaints, establish the basis of allegations, obtains documents and information relevant to the complaint. Independently conducts initial complaint processing, organizes files documents, and establishes a case record in the case management system. Makes appropriate determinations in response to complaints in accordance with office guidelines or procedures, including determining whether to decline or initiate an investigation, recommending issues to investigate and how to proceed on investigations. Prepares written responses to constituent inquires and provides ongoing consultation by telephone and written correspondence to the public and juvenile justice agencies regarding the Ombudsperson protocols, procedures, and responsibilities to ensure uniform complaint information dissemination statewide. Communicates professionally and appropriately with complainant, relevant agency personnel, and others; maintains positive interpersonal relationships in interactions with difficult people, other staff, the public, chief probation officers, high level county executives, law enforcement personnel, attorneys, legislators and youth in juvenile justice facilities.
10%	Develop and review sensitive, complex, and high-level documents including complaint trends and case summaries, confidential draft proposals, critical policy recommendations, etc. to assist senior management and executive staff to use during legislative hearings. Create and draft high level justifications and issue papers, reports, and correspondences for the Ombudsperson on a range of practice and policy issues impacting youth in the juvenile justice system. Briefs the Ombudsperson and other executive staff regarding issues raised and makes recommendations for departmental or systemic action. Prepare talking points, handouts, and deliver presentations on trends or special issues to assist the Ombudsperson to use during legislative hearings.
10%	Develop curriculum and evaluation tools, conduct outreach, and plan, organize, and provide in-person and virtual trainings to children and youth in juvenile justice facilities, parents and families, county juvenile probation agencies, attorneys, advocates, and other organizations on the rights of children and youth in juvenile justice facilities and the role of the Ombudsperson.
5%	Develop and review the creation and dissemination of informational materials for youth, families, and other stakeholders about the functions of the office, relevant laws, regulations, and rights that may be the subject of a complaint, and the process for submitting complaints; develops and maintains effective working relationships with County Probation Offices, community organizations, youth justice advocacy groups, family representatives and organizations, and other stakeholders; facilitates opportunities for consultation, feedback, and discussion with youth in the juvenile justice system and their families to improve the functioning of the office. This includes leading and facilitating work groups involving key stakeholders as well as consolidating information and developing recommendations for consideration.
5%	Independently track, monitor, and develop bill analyses of state and federal legislation on juvenile justice related issues including developing and justifying with sound logic and objectivity a recommended position for the Ombudsperson, the Office of Youth and Community Restoration, the Health and Human Services (CalHHS) Agency, and Governor's Office. Develop budget change proposals, legislative proposals, premise and subvention narratives. Represent the Ombudsperson at meetings on policy issues pertaining to federal, state and county program requirements that may affect youth in the juvenile justice system and the handling of complaints. Represent the Ombudsperson at a variety of meetings held by public and private entities and participate in committees, work groups and/or task forces.
5%	Perform other related duties, special assignments, and projects as required in order to fulfill the mission, goals, and objectives of the OYCR Ombudsperson.

Specific Competencies:

- Knowledge of Ombudsperson operations practices and procedures; the public juvenile justice system, including practice, policy, funding; Tribal government relations and state and federal policy-making and administrative processes.
- Knowledge of investigative procedures and fact-finding techniques and the ability
- Establish and maintain cooperative working relationships with other employees in the Ombudsperson Division and the Office of Youth and Community Restoration

- Ability to foster collaboration, mutual respect, and teamwork, while maintaining assertiveness and diplomacy in meeting common goals.
- Ability to work and communicate effectively with the public, individuals in crisis, in confrontive situations, and be discreet and satisfy confidentiality requirements.
- Ability to communicate effectively orally and in writing in a well-organized, accurate, clear and concise manner. Demonstrate confidence in communicating with a broad range of stakeholders with diverse opinions.
- Ability to research, develop and evaluate alternatives; analyze data and information to reason logically and accurately, and to present ideas and information effectively.
- Competent with Microsoft Office suite, data processing programs and requirements, and external databases for researching issues related to complaints.
- Ability to maintain poise and good humor while working in a time-sensitive and results-oriented environment.

Supervision Received

The Analyst III will work independently and receive supervision from the Supervisor II and direction from the OYCR Ombudsperson.

Administrative Responsibility

None.

Personal Contacts

The Analyst III has frequent contact with youth in the juvenile justice system, parents and caregivers, county probation departments, probation staff, the legal community, service providers, the Legislature and community organizations for the purposes of consultation, verification, research, or to request additional information or assistance regarding the investigation of a youth complaint. The Analyst III communicates frequently with youth and must be able to effectively communicate with youth in a trauma informed way. The Analyst III must be able to analyze situations, perform objective investigations, resolve complex problems on a broad spectrum of program-related issues, and demonstrate the ability to take effective action. Tact, diplomacy, discretion, good judgment and the ability to work independently is required.

Actions and Consequences

Errors in judgment, poor interpersonal/communication 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. Inappropriate response to public communications can place the health and safety of a youth at risk. Flawed analysis or inaccurate technical assistance information may result in inadequate or inappropriate provision of services or inefficient use of scarce, but valuable resources.

Poor judgment, disrespectful communication and behaviors may adversely impact the credibility of the Ombudsperson and damages collaborative working relationships with others including the public, the department, judicial, administrative, federal, state and county staff, as well as external partners and stakeholders.

Other Information

The Analyst III position requires travel and daily use of a personal computer and telephone.

The OYCR Division of Ombudsperson values diversity at all levels of the organization and is committed to fostering an environment in which employees from diverse backgrounds, cultures, and personal experiences are welcomed and can thrive. The OYCR Ombudsperson believes the diversity of our team and their unique ideas inspire innovative solutions to further our mission of resolving complaints related to youth in the juvenile justice system. The OYCR Ombudsperson seeks a diverse pool of applicants including those from historically marginalized groups or those who have lived experience in the juvenile justice system. Hybrid telework options available.

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

**** 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