

NC-X
DEPARTMENT OF JUVENILE JUSTICE

CODE NO. 52695

OMBUDSMAN (JUVENILE JUSTICE)

General Statement of Duties and Responsibilities

Under administrative direction, with wide latitude for the exercise of independent initiative and judgment, serves as intermediary and advocate for children placed in a Secure Detention Facility; investigates and attempts to resolve all complaints and grievances made by these children on an individual basis; performs related work.

Examples of Typical Tasks

Provides grievance mechanism for children in detention which is independent from the institutional structure; insures each child's right to bring grievances personally and privately to him/her.

Investigates and attempts to resolve promptly any complaint raised by a child which relates directly to the detention process or to allied agencies, i.e. Office of Probation, Legal Aide Society, Family Courts, etc.; maintains detailed records.

Meets with and submits regular reports to institutional and agency administrators and to the Ombudsman Review Board with findings and recommendations based on observations, investigations and discussions with children.

When the Ombudsman deems that the institution's or agency's disposition regarding a specific grievance is unsatisfactory and is unable to adjust it, he/she may appeal this disposition to the Ombudsman Review Board.

Attends, participates and conducts conferences and seminars related to the role of the Ombudsman.

Qualification Requirements

1. Graduation from an accredited college and four years of satisfactory, full-time experience in the fields of juvenile justice and/or child welfare.
2. Education and/or experience equivalent to that described in "1" above.

Lines of Promotion

None. This class of positions is classified in the Non-Competitive Class.