

**LEGISLATIVE COUNCIL
POSITION DESCRIPTION**

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Michigan Veterans' Facility Ombudsman
AGENCY: Office of the Michigan Veterans' Facility Ombudsman
SALARY SCHEDULE RANGE: N
STATUS: Serves at the Pleasure of the Legislative Council

GENERAL DESCRIPTION OF POSITION:

The Michigan Veterans' Facility Ombudsman carries out the duties and responsibilities enumerated in state statute to receive, investigate, and analyze violations of laws or policies in Michigan veterans' facilities. The Ombudsman directs all aspects and functions of the Office of the Michigan Veterans' Facility Ombudsman, including: formulating, managing, and monitoring the overall goals, program budget, and direction; managing and supervising staff; overseeing investigations and hearings; and producing reports with recommended solutions. The Michigan Veterans' Facility Ombudsman reports to the Legislative Council.

EXAMPLES OF WORK:

- Under the direction of the Legislative Council, directs the management and overall operation of the Office, including determining personnel needs, employee selection, budget preparation, records management, and office facility maintenance and operation.
- Investigates problems and violations at Michigan veterans' facilities in response to concerns or complaints. Maintains confidentiality and ensures that an independent, unbiased review is conducted.
- Makes recommendations and provides executive-level advice in resolving critical and sensitive issues that affect a broad spectrum of Michigan veterans' facility policies, procedures, and programs.
- Initiates inquiries or investigations into significant health and safety situations that are contrary to law or departmental policy. Recommends proposed corrective action plans to target and address concerns.
- Creates and implements procedures for receiving and processing complaints, conducting investigations, holding investigational hearings, and reporting the findings resulting from the investigations.
- Oversees the creation and maintenance of electronic databases and filing systems to track complaints received and investigations conducted.
- Directs and leads staff in the Office, including preparing annual performance evaluations, coaching and counseling employees, and assigning cases for investigation. Motivates staff to improve quality and quantity of work performed, identifies staff development needs, provides training and development opportunities, and orders disciplinary actions as appropriate.

- Monitors the progress of investigations in order to meet statutory time frames and ensures that reporting procedures are followed. Guides staff in internal investigation procedures and hearings and reviews reports for completeness, accuracy, and format.
- Advises the Legislature by attending committee meetings and hearings on veterans' facility issues. Provides analysis on the impact of proposed legislation. Coordinates any hearings resulting from investigations.
- Prepares semiannual reports on the operations of the Office and submits reports to the Legislative Council, the Legislature, and the board of managers of the Michigan veterans' facility. Develops correspondence and prepares reports on the findings of an investigation according to statutory requirements.
- Maintains ongoing communication with the Legislative Council Administrator on staffing and budget matters, significant investigations, and emergency situations.
- Actively seeks out difficult assignments and provides input to improve the efficiency and cost-effectiveness of the Office.
- Serves as the official spokesperson for the Office. Receives and answers requests for information from the media, legislators, public, and other stakeholders.
- Oversees a variety of office and staff support functions, including approving employee timesheets and leave requests, and obtaining office equipment, supplies, and other items as needed to ensure the smooth functioning of the office in accordance with established Legislative Council policies and procedures.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES THE EMPLOYEE SHALL EXHIBIT IN THE POSITION:

- Demonstrated experience in administrative management, project management, and leadership that demonstrates the ability to plan, organize, oversee daily office operations, formulate and monitor a budget, and foster a positive work environment.
- Ability to play a critical role in establishing and maintaining collaborative and productive relationships with government and legislative officials, the Legislative Council, the Council Administrator, representatives and employees of the Department of Military and Veterans Affairs, veterans' facilities, the media, veterans, the public, and other stakeholders.
- Demonstrated knowledge of the principles and techniques of personnel management, including employee supervision, employee training, staff evaluation, staff motivation and discipline, and employee relations.
- Knowledge of the organization and functions of State government and the Legislature, as well as the administrative rule promulgation process.
- Thorough knowledge of Department of Military and Veterans Affairs policies, procedures, and operations.
- Ability to learn and implement the policies, procedures, operations, and statutory requirements of the Legislative Council and statutes governing the operation of the Office, including 2016 PA 198.

- Ability to probe and obtain critical facts from many varied sources for making administrative or management decisions.
- Ability to create and implement policies and procedures for investigations, hearings, and facility inspections.
- Ability to research, organize, and analyze complex data, problems, and issues and recommend an effective course of action.
- Ability to make independent, sound, ethical decisions on highly sensitive matters.
- Excellent organizational and problem-solving skills with strong attention to detail.
- Strong listening, verbal, and written communication skills, including the ability to make effective oral presentations and prepare comprehensive written reports and materials.
- Sensitivity to diversity issues and ability to interact with individuals from a wide variety of backgrounds and maintain an objective understanding of different perspectives.
- Ability to handle stressful situations and effectively manage a high-volume workload.
- A capability and eagerness to become involved in opportunities to improve the operations of the Office, Michigan veterans' facilities, and the Department of Military and Veterans Affairs.
- Knowledge of PC operating systems, including the ability to comfortably learn and use internal software programs and databases, including Microsoft Word and Outlook.
- Ability to remain objective, nonpartisan, and professional regarding all issues and to maintain confidentiality.
- Ability to cultivate and maintain highly favorable public relations with internal and external customers.

EDUCATION AND EXPERIENCE:

- Master's degree in public or business administration, or equivalent, required.
- Experience with policy formulation and developing and conducting investigative analyses required.
- Minimum of five years of related and progressively more responsible or expansive work experience in veterans' issues, public or mental health, or medical facility administration required.
- Staff supervision and administrative management experience required.
- Veteran status preferred.
- Experience in the legislative process and familiarity with state government preferred.
- Equivalent combination of education and experience acceptable.

NECESSARY SPECIAL REQUIREMENTS:

- Must be willing and able to work holidays, weekends, evenings, and overtime as needed.
- Must have a valid driver's license for travel to statewide facilities.