

LEGISLATIVE COUNCIL POSITION DESCRIPTION

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Ombudsman Analyst

AGENCY: Legislative Corrections Ombudsman

SALARY SCHEDULE RANGE: G

STATUS: Full-Time

GENERAL DESCRIPTION OF POSITION:

Following established guidelines and procedures, the employee in this position conducts comprehensive investigations relating to the administrative actions, policies and procedures of the Michigan Department of Corrections (MDOC). Gathers evidence and information, conducts research to analyze issues and complaints, makes recommendations and executes response. Prepares written reports and correspondence and maintains electronic databases. Frequent travel to statewide correctional facilities required to interview prisoners or MDOC staff. Duties are performed under the general supervision of the Legislative Corrections Ombudsman.

EXAMPLES OF WORK:

- Analyzes issues or complaints submitted to the agency by prisoners, legislators, or at the request of the Legislative Corrections Ombudsman. Plans and conducts investigations.
- Gathers documents and data to thoroughly analyze complaints, including statutes, administrative law, policies, and MDOC procedures to ensure the MDOC is appropriately following relevant policies, rules and laws. Analyzes and evaluates facts and documentation, drawing logical conclusions from information gathered.
- Summarizes investigations and meetings in detailed written reports and electronic databases according to established office procedures. Maintains databases and logs and coordinates files and records for casework.
- Prepares reports, searches databases and conducts research utilizing network or web-based applications. Prepares written memoranda, correspondence and other documents as needed.
- Researches and analyzes corrections trends and prison conditions.
- Recommends policy changes to the Legislative Corrections Ombudsman and prison facilities regarding potential liabilities, needed improvements, and system-wide issues within the MDOC.

- Makes arrangements to communicate with and interview MDOC staff or interview prisoners as needed to conduct investigations. Visits State correctional facilities to review prisoner or facility records, inspect MDOC facilities and buildings, and meet with prisoners. Monitors conditions within facilities.
- Works as a third-party to investigate and resolve disputes between the MDOC and prisoners, when necessary.
- Handles daily telephone calls from legislators, legislative staff and prison family members and initiates follow-up actions.
- Maintains ongoing communication with LCO office staff and Ombudsman to improve the efficiency and effectiveness of the office. Takes initiative to recommend policies and procedures for improvement.
- Establishes and maintains cooperative working relationships with staff, other agencies, legislators and legislative staff, prisoners, and MDOC personnel.
- Maintains confidential files, ensures accuracy, thoroughness, and timely completion of work.
- Assists with special investigations and other projects as assigned.
- Performs other duties as assigned.

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

- Knowledge of the policies, procedures, and operations of the Department of Corrections, corrections subject areas and laws, and the Corrections Ombudsman statute.
- Knowledge of the Legislature, State government operations and the criminal justice system.
- Knowledge of various research, analytical and interviewing techniques.
- Ability to analyze MDOC procedures and apply relevant rules, regulations and policies in individual situations to determine an appropriate course of action or solution.
- Ability to assimilate and compile data from a variety of sources.
- Ability to learn and implement the policies, procedures, operations and statutory requirements of the Legislative Council and the Legislative Corrections Ombudsman.
- Ability to make sound and ethical decisions regarding highly sensitive matters and maintain confidentiality.

- Ability to communicate effectively both orally and in writing, including the ability to prepare comprehensive written reports and routine day-to-day correspondence.
- Sensitivity to diversity issues, with the ability to interact with individuals from a wide variety of backgrounds and maintain an objective understanding.
- Ability to handle stressful situations and conduct work in a prison environment that may be uncomfortable.
- Ability to work independently and be self-motivated.
- Ability to multi-task and effectively manage a high-volume workload; strong organizational skills.
- Ability to demonstrate a teamwork approach and an eagerness to become involved in opportunities to improve the LCO office and MDOC operations.
- Knowledge of PC operating systems, including standard knowledge of word processing software programs.
- Ability to learn and use internal software programs, including employee self-service, email management, records databases, and DCDS.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in social sciences or related area required.
- Excellent interpersonal and organizational skills required.
- Excellent research and writing skills required.
- Equivalent combination of education and experience acceptable, as determined by the Ombudsman.

NECESSARY SPECIAL REQUIREMENTS:

- Must be willing and able to work overtime during rare emergency situations.
- Periodic overnight travel is required.
- A valid Michigan driver's license is required.