§ 523-c. Duties of the office of the ombudsman. The office of the ombudsman shall:

1. visit facilities and programs in accordance with priorities established by the director, hear grievances and complaints, investigate alleged violations of the legal rights of youth residing in facilities operated by the office, and monitor and participate in grievance procedures concerning residents in secure facilities, pursuant to section five hundred four-a of this article;

2. monitor the implementation of the policies and regulations of the office and of the rules and regulations of other state agencies, as such may be applicable to the legal rights of youth residing in facilities operated by the office, and monitor the implementation of statutes, court orders, court decisions and court stipulations which affect youth residing in facilities operated by the office;

3. advise and assist youth residing in facilities operated by the office to obtain legal counsel;

4. recommend policies, regulations, and legislation designed to protect youth residing in facilities operated by the office;

5. serve as a resource to youth residing in facilities operated by the office by informing them of pertinent laws, regulations and policies, and their rights thereunder;

6. present significant complaints and concerns of youth residing in facilities operated by the office to the commissioner, appropriate office staff, and the independent review board; and

7. periodically review procedures established by the office to carry out the provisions of this article, with a view toward the rights, safety and development of youth residing in facilities operated by the office.