



JOB DESCRIPTION

Position Information

Position Number	Position Title Project Officer	
Position Classification PA-PDM-02	Effective Date	
Decision Number	Job Code	National Occupational Classification
Department/Agency Correctional Service Canada	Grievance Officer Yes <input type="checkbox"/> No <input type="checkbox"/>	Office Code
Organizational Component (Branch/Division)	Geographic Location	
Language Requirements	Linguistic Profile	
Communication Requirements	Security Requirements	

Supervisor Information

Position Number	Position Title	Position Classification
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Employee Statement
I have been given the opportunity to read and comment on the content of this job description.

Name of Employee	Signature	Date
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Supervisor Statement
This job description accurately describes the work assigned to this position.

Name of Supervisor	Signature	Date
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Manager Authorization
This job description accurately describes the work assigned to this position.

Name and Title of Manager	Signature	Date
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JOB DESCRIPTION

Client Service Results

Provision of project management services, advice, training and support, as part of various projects and initiatives within the Correctional Service of Canada (CSC).

Key Activities

Provides advice and support for the development and management of project plans, for the allocation of resources, and for project-related services and training; liaises and consults with various stakeholders to establish and evaluate their requirements; identifies and analyzes issues, suggests improvement plans, and participates in the resolution of issues.

Assists in the process of project management; participates in the development, revision, and maintenance of policies, procedures, standards, strategies, services and programs related to various projects; and informs of departmental and legislative changes that affect the project.

Conducts research, data collection and information verification; transforms data into operational information to support strategic decision-making and the establishment of operational protocols; and prepares related documentation for management approval.

Assists in the quality assurance of projects; offers input on project management controls and performance indicators; monitors project activities against quality assurance frameworks; and collaborates with internal and external stakeholders to explain project plans and initiatives, and to facilitate compliance with CSC programs and policies.

Participates in the entry of project-related data, ensures accuracy of information entered in databases, prepares a variety of reports, and shares information with involved parties; and provides input into project budget, monitors assigned budget, and arranges for the provision of services for various projects.

Participates on project teams, working groups and committees to develop initiatives, to ensure compliance, and to address issues; and assists, guides and educates managers, staff and clients regarding new or modified standards and initiatives.

In an institution, a parole or district office, or in a specific community setting, the incumbent of this position has the Peace Officer designation.

Skills and Knowledge

Knowledge of project management principles, theories and practices, and of concepts and methodologies related to goal setting, scheduling and project evaluation, in order to understand and coordinate project plans; and keep abreast of trends on project management.

Knowledge of departmental processes, policies, procedures and organizational modifications, as well as of the methods of other government departments and external stakeholders, in order to participate in the development and maintenance of project-related policies; remain current of changes; propose procedural modifications to reflect changes; and provide interpretations to inform of potential impacts on projects.

Knowledge of the CSC's mission, mandate, objectives, programs, corporate culture, business lines, operations, constraints, and project management practices, in order to participate in planning projects and in negotiating operational options with partners and stakeholders; and determine choice methods for the delivery of programs and services.

Knowledge of the structure, programs and services of client organizations, as well as their interrelationship with the CSC, in order to elaborate projects and initiatives, and articulate project plans to partners and stakeholders.

Knowledge of acts and regulations relevant to the CSC and assigned projects, in order to conduct projects effectively in accordance with legislative requirements.

Knowledge of administrative service principles and related legislation processes and systems, in order to provide budgetary input for projects, and monitor assigned budget.

Knowledge of presentation and report writing techniques, as well as departmental communication tools and guidelines, in order to prepare reports and presentations; provide recommendations to managers; and communicate with a variety of partners and stakeholders.

Knowledge of statistics and data collection techniques and methods, in order to supervise data collection from various sources; transform data into operational information; create draft reports and perform statistical analysis in the context of program development and coordination.

Analytical skills, in order to evaluate project requirements, understand project plans, analyze systems and policies related to project delivery, assess performance, propose strategies to reorganize priorities, and resolve problems; and interpret and ensure compliance with project legislation and policies.

Listening skills, in order to interpret non-verbal and verbal language in disagreement situations between the department and stakeholders.

Verbal skills, in order to communicate with various groups, such as colleagues, managers, internal and external stakeholders, experts, and other government departments and agencies; facilitate discussions on issues regarding projects and adapt language to the level of understanding of audience; deliver training to colleagues and clients; and present strategies, plans and project development proposals.

Written skills, in order to draft and prepare reports, briefings, analyses, presentations, correspondence and recommendations.

If the incumbent has the Peace Officer designation, the work requires a knowledge of Section 10 of the Corrections and Conditional Release Act and Regulations and Section 2 of the Criminal Code of Canada in order to comply with the requirements of Peace Officer Designation. Written skills are required to prepare security incident reports and observation reports with respect to negative attitudes of offenders or the unacceptable behaviour of offenders in accordance with the requirements of Peace Officer Designation.

Effort

Physical effort is required to:

Sit for extended periods at a computer station or when reviewing material and attending meetings; and stand to deliver training.

Intellectual effort is required to:

Provide advice, guidance and recommendations on project objectives and their implications on operational planning, policies, processes and procedures; and assist in the formulation, development and completion of project plans, including the allocation of resources within the department.

Conduct assigned projects; obtain agreement with clients and stakeholders regarding project objectives, scope, timeframes, deliverables, and sign off; provide advice and direction on feasibility of project; and follow departmental standards to align client needs with project capacity.

Determine project options, develop alternative approaches to resolve issues, and propose changes to processes and procedures to address emerging requirements that affect the planning and development of project activities.

Identify, research, and analyze key issues; conceptualize project requirements in relation to evolving goals; collect, verify, compile and synthesize information inputs from managers and staff; prepare comprehensive analyses, briefings, reports, studies, presentations and approaches to issues; and assess the possibility to apply approaches and practices from other government departments or external partners.

Participate in committees to discuss programs and policy development; establish contacts with internal and external partners and experts to consult on various aspects of enabling services, practices and approaches, which can affect the project planning priorities and government-wide initiatives, as well as to keep abreast of changes and trends in processes and in regulations to evaluate potential impacts on project.

Ensure continuing study of relevant legislation, regulations, acts, policies and procedures; and remain current of trends and developments on project-related methods and systems through the study of specialized texts, journals, and publications.

Responsibility

Human Resources:

Guides project teams on project management methods and best practices; and provides input on human resource requirements and training needs.

If working in an institution, in accordance with the requirements of Peace Officer Designation, prepares oral and written reports for correctional staff regarding observations made with respect to the behaviour of offenders to assist them in making decisions regarding offender discipline, offender movement, offender transfer and the overall safety and good order of the Institution. The incumbent ensures offenders comply with Departmental rules and regulations. The incumbent may recommend disciplinary action, ranging from an oral reprimand to a recommendation that charges be laid; this action is in keeping with Section 10 of the Corrections and Conditional Release Act. The incumbent may arrest and charge a suspected offender, in accordance with Section 2 of the Criminal Code of Canada.

Financial Resources:

Provides input on project expenses and related budgetary provisions, including cost-benefit analysis, to support financial decision-making process.

Technical Resources:

Has custody and is responsible for the use and maintenance of a personal computer and computer peripherals, standard office equipment, and hard copy and electronic files.

Arranges for the provision of assets and equipment required for various projects, and ensures their termination process at end of project in compliance with standards and regulations.

Working Conditions

Physical:

The work involves continuous exposure to office noise, lack of privacy, interruptions, and exposure to glare from a computer monitor.

The work may involve travelling to other locations to attend meetings, provide training, and conduct site visits to examine complex issues; travelling involves being away from home, causes stress, interferes with personal life and entails hazardous road conditions.

The work is performed in an office environment that may be located in a correctional institution or in a community correctional setting; close interactions with offenders often generate an increased risk of exposure to threatening or aggressive individuals, intense situations and unpredictable environments.

Psychological:

The work involves potential stress resulting from dealing with multiple demands, changing and conflicting priorities, tight deadlines and time pressures, unpredictable workloads, restrained resources, information gaps, and contentious issues.