



**JOB DESCRIPTION**

**Position Information**

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

**Supervisor Information**

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

<b>Name of Employee</b>	<b>Signature</b>	<b>Date</b>
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**Supervisor Statement**  
This job description accurately describes the work assigned to this position.

<b>Name of Supervisor</b>	<b>Signature</b>	<b>Date</b>
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**Manager Authorization**  
This job description accurately describes the work assigned to this position.

<b>Name and Title of Manager</b>	<b>Signature</b>	<b>Date</b>
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## JOB DESCRIPTION

### Client Service Results

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

### Key Activities

Provides advice and support for the execution and management of project plans, for the monitoring of project resources, and for project-related services and training; liaises and consults with various stakeholders to keep them informed of project progress and to identify project implementation issues; recommends and implements solutions, and participates in the resolution of issues.

Assists in the process of project management; and participates in the analysis, implementation and application of policies, procedures, standards, strategies, services and programs to carry out various projects.

Integrates and uses operational information to conduct and oversee project components; provides input on resource requirements to execute a specific project; delivers project components within defined scope and timelines; and reports on project evolution.

Assists in the quality assurance of projects; monitors project results against objectives and performance indicators; and collaborates with internal and external stakeholders to explain project plans and initiatives, and to facilitate compliance with CSC programs and policies.

Oversees contracted personnel and conducts quality control of their work; provides input into project budget; and arranges for the provision of services for various projects.

Participates on project teams, working groups and committees to implement strategies, to monitor compliance, to report on progress, and to resolve issues; and assists, guides and educates managers, staff and clients regarding new or modified standards and initiatives.

Supervises subordinate employees, develops work plans, appraises performance, addresses training requirements, resolves performance issues, and ensures a healthy and productive work environment; ensures optimal use of resources, prioritizes work, and provides direction and coaching to staff and project teams.

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 principles and methods of leadership, human resource management and change management, in order to lead, supervise, and motivate staff and project teams; establish and maintain effective working relationships with staff, executives and various stakeholders; address performance issues; and foster and promote a positive work environment.

Knowledge of project management principles, theories and practices, and of concepts and methodologies related to goal setting, scheduling, task assignment and project evaluation, in order to coordinate the execution of project activities; 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 implementation and application of project-related policies; remain current of changes; contribute input regarding procedures to reflect changes; and offer feedback 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 monitoring projects and in validating operational options with partners and stakeholders; and apply choice methods for the delivery of programs and services.

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Knowledge of the structure, programs and services of client organizations, as well as their interrelationship with the CSC, in order to coordinate projects and initiatives, and articulate project evolution reports 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 assigned projects.

Knowledge of report writing techniques and departmental communication tools, in order to provide progress reports, make recommendations, and communicate with managers and a variety of partners and stakeholders.

Knowledge of departmental contracting policy, methods, practices and techniques, in order to lead contracted personnel involved in the assigned project.

Analytical skills, in order to evaluate project requirements, understand project plans, review systems and policies related to project delivery, assess results, propose strategies to realign with priorities, and resolve problems; and apply 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; share information on issues regarding projects and adapt language to the level of understanding of audience; and suggest strategies and present project improvement proposals.

Written skills, in order to draft and prepare recommendations and progress reports.

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.

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## **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 the attainment of project objectives and their implications on operational planning, policies, processes and procedures; and assist in the application, execution and completion of project plans, including the management of allocated resources within the department.

Conduct assigned projects; contribute input on required resources to achieve project; deliver project in accordance with the established objectives, scope, timeframes, and deliverables; provide feedback and guidance on feasibility of project; and follow departmental standards to align project outcomes with established priorities.

Analyze project options, implement alternative approaches to resolve issues, and propose changes to processes and procedures to address emerging requirements that affect the implementation and monitoring of project activities.

Identify, research, and analyze key issues; anticipate evolving requirements in relation to the progress of project; examine analyses, briefings, reports, studies, presentations, approaches to issues, and information inputs from management and staff; and assess the possibility to apply approaches and practices from other government departments or external partners.

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Participate in committees to discuss programs and policy implementation; 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 evolution 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.

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## **Responsibility**

### **Human Resources:**

Supervises subordinate employees and project teams, allocates work; establishes priorities, provides direction and engages team towards objectives; promotes and facilitates access to continuous learning and development; monitors progress and evaluates performance; conducts staffing and human resources planning; implements human resource policies and standards, and promotes an equitable workplace.

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 the analysis of changes in resource requirements, 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.

Make use of the provided assets and equipment to execute various projects, and ensures their maintenance and integrity in compliance with standards and regulations.

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## **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.