



JOB DESCRIPTION

Position Information

Position Number	Position Title Project Team Leader	
Position Classification PA-PDM-03	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 expertise, guidance, training and services, as well as supervision of employees and project teams, throughout the implementation and evaluation of various projects and initiatives within the Correctional Service of Canada (CSC).

Key Activities

Provides expert advice, support and input 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 analyze project implementation issues; recommends and implements solutions, adjusts project plans, and directs the resolution of issues.

Participates in the process of project management; analyzes, revises and implements policies, procedures, standards, strategies, systems, frameworks, and risk assessment tools related to project initiatives, program review and service delivery to carry out various projects in conformity to such standards and initiatives.

Examines, integrates and uses operational information to conduct and oversee project components; identifies the requirements and specific resources to execute project; delivers project components within defined scope and timelines; and reports on project evolution and deviations.

Implements approved project assurance frameworks to validate project viability, to communicate project progress, and to identify risks, impacts and constraints; ensures compliance and alignment with performance measurement frameworks and project objectives; and prepares recommendation reports to resolve project performance issues.

Manages and oversees contracted personnel, and conducts quality control of their work; and coordinates and provides recommendations into project budgets.

Participates on project teams to revise and improve projects, assess project results and define responsibilities of team members; chairs meetings and represents the CSC on departmental, interdepartmental and multi-stakeholder committees and working groups to define requirements, discuss and resolve issues, as well as negotiate and reach mutually agreeable solutions when problems arise.

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 and administrative principles, techniques and practices, in order to support business proposals and implement project plans; assess risk and propose alternative actions; implement and manage project, monitor project outcomes, report on progress, and ensure results meet project objectives.

Knowledge of the theories and principles of policy design, program development and service delivery, in order to review documentation, carry out projects that reflect service standards, implement strategies to improve service delivery, and make recommendations on program and policy issues.

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 remain current of changes; propose recommendations regarding procedures to reflect changes; and provide interpretations to inform of potential impacts on projects.

Knowledge of the CSC's mission, mandate, responsibilities, organizational structure, legislation, processes, policies and procedures, in order to align project outcomes with the organization's priorities and strategic direction; manage project assurance frameworks, evaluate service delivery, and implement specific approaches to deal with program, service or project issues.

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 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 recommendations for assigned projects, coordinate budget allocations, and authorize expenditures.

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 manage and lead contracted personnel involved in the assigned project.

Analytical skills, in order to provide expertise and coordinate services; analyze projects, systems and service delivery requirements; recommend solutions, strategies and options to correct project deficiencies and address issues with various parties; evaluate changing needs; and improve client services.

Reading and listening skills, in order to review and understand organizational strategies, project documents, administrative policies, and directives; and recognize key elements when consulting with clients and central agencies.

Verbal skills, in order to advise managers; chair meetings; represent the CSC with external clients; and deliver information and training to audiences with different levels of understanding or knowledge on subject matter.

Written skills, in order to synthesize information from diverse sources, 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.

Effort

Physical effort is required to:

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

Intellectual effort is required to:

Provide subject-matter expertise, advice and guidance to senior management; implement frameworks and strategies, and apply effective approaches to resolve issues; analyze and interpret policies, and recommend changes to related programs, services and procedures, in order to improve project management frameworks and governance processes, which have a significant influence on project results.

Coordinate, implement and monitor project initiatives; ensure the provision of resources to meet the client's requirements, integrate processes and carry out project; assess the evolution of project, ensure adherence to departmental standards and the sustainability of activities, and apply effective managing and reporting tools.

Examine and provide input for policy revisions; influence the adoption of policies, processes, services and practices within the department; deliver training and information sessions on the application of regional procedures and guidelines; monitor compliance with policy; and make recommendations to address policy application and implementation issues.

Contribute an operational perspective into the application of programs, strategies, performance indicators and assessment tools; examine current program and service delivery, review and interpret complex data, identify issues and options, and propose recommendations and new approaches concerning the need and utilization of resources for programs, activities and service delivery.

Develop working relations with clients; consult with stakeholders to initiate project plans, to validate feasibility of project, to provide progress status of ongoing project, to form project teams, to organize and implement project activities while ensuring adherence to cost and timeframes, to assess project outcomes against established performance criteria, and to manage post-project evaluation.

Ensure continuing study of relevant legislation, regulations, acts, policies and procedures; develop and maintain an in-depth knowledge on project-related issues through the study of a wide variety of texts, journals, and publications.

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:

Coordinates budgetary allocations for projects, and provides recommendations to optimize resource utilization and adjust to evolving needs; authorizes expenditures, recommends payment, and confirms receipt of goods and services as per contract specifications.

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.

Maintains temporary custody, safekeeping and protection of confidential or secret documents, as well as proprietary and commercially confidential documents borrowed from clients and stakeholders while used in the performance of own work activities.

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, operational emergencies, pressures from clients, contentious issues, and from dealing with a variety of interested parties.