



**JOB DESCRIPTION**

**Position Information**

<b>Position Number</b>	<b>Position Title</b> Senior Project Officer	
<b>Position Classification</b> PA-PDM-03	<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 expertise, guidance, training and services throughout the development and evaluation of various projects and initiatives within the Correctional Service of Canada (CSC).

### Key Activities

Provides expert advice, support and input 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 anticipate, establish and evaluate their requirements and to offer strategic guidance on various aspects of project planning and management, training capacities and delivery issues.

Participates in the process of project management; develops and revises policies, procedures, standards, strategies, systems, frameworks, and risk assessment tools related to project initiatives, program review and service delivery; ensures compliance, and modifies or adjusts such standards and initiatives to reflect departmental and legislative changes.

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

Plans and develops project assurance frameworks to analyze project viability, to communicate project progress, and to identify risks, impacts and constraints; conducts audits, project assurance reviews and performance measurement of activities; evaluates cost-effectiveness and efficacy of the framework applied to program; and ensures alignment of project with client needs and organizational objectives.

Prepares a variety of reports, briefings and analyses; develops presentations for executives, management, staff and partners; and makes recommendations on project evolution, prepares related budget, and verifies the reception of goods and services for project purposes.

Participates on project teams to revise and improve projects, contribute to performance measurement and define the 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.

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 and administrative principles, techniques and practices, in order to participate in the development of business proposals and project plans; assess risk and propose alternative actions; plan and manage project, forecast project outcomes, assess progress, and ensure deliverables meet project objectives.

Knowledge of the theories and principles of policy design, program development and service delivery, in order to analyze data, design projects that reflect service standards, develop strategies to ensure adequate 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 procedural modifications 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 objectives with the organization's priorities and strategic direction; manage project assurance frameworks, evaluate service delivery, and develop specific approaches to deal with program, service or project issues.

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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 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 plan and forecast budgetary allocations for projects, manage assigned budget, and authorize expenditures.

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; analyze and 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 provide expertise and coordinate services; analyze projects, systems and service delivery requirements; develop and formulate solutions, strategies, options and recommendations to resolve issues with various parties; anticipate 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 briefings 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 correspondence, reports and training material.

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 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; develop frameworks, strategies and research approaches to resolve issues; analyze and interpret policies, and recommend changes to related programs, services and procedures, in order to enhance project management frameworks and governance processes, which have a significant influence on project results.

Plan, develop and conduct project initiatives; analyze the client's involvement and requirements, the integration of processes and the execution of the project; determine the quality of project evolution, the adherence to departmental standards, the sustainability of activities, and the effectiveness of managing and reporting tools.

Conduct reviews and provide input for policy development; influence the adoption of policies, processes, services and practices within the department; deliver training and information sessions on regional procedures and guidelines; and make recommendations to address policy development issues and to adjust to departmental changes.

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Contribute an operational perspective into the development of programs, strategies, performance indicators and assessment tools; research and examine current program and service delivery, collect and compile complex data, identify issues and options, and formulate recommendations and new approaches concerning the allocation of resources for programs, activities and service delivery.

Develop working relations with clients; consult with stakeholders to elaborate project plans and charters, to define parameters, to form project teams, to perform financial analysis, to acquire funding through approval process, to persuade and present proposals, to ensure adherence to budget and timelines, to establish 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.

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## **Responsibility**

### **Human Resources:**

Provides advice and expertise to clients; guides project teams on project management methods and best practices; and provides recommendations on human resource requirements and training needs for projects and related services.

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:**

Plans budgetary allocations and forecasts costs for projects to optimize resource utilization and minimize risks; 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.

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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.

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**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.