



JOB DESCRIPTION

Position Information

Position Number	Position Title Project Manager	
Position Classification PA-PDM-04	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 expert advice, management of project teams, as well as coordination, implementation and management of departmental approaches, procedures and systems relative to assigned projects and initiatives within the Correctional Service of Canada (CSC).

Key Activities

Provides expertise and guidance to project teams and stakeholders on the strategic direction of projects; provides feedback and project updates, as well as advice regarding training, project interdependencies and project management systems; executes project plans; and proposes recommendations on complex project issues and ensures their resolution to minimize the risks and impacts on project components.

Manages a variety of complex interdisciplinary projects; analyzes the relevance of associated policies, initiatives and strategies, and coordinates their implementation; researches, gathers and examines project-related documentation, and adapts processes to the evolving goals and needs of projects.

Approves, ensures implementation, and provides feedback regarding performance measurement frameworks, quality standards and proposals based on project specificities, including project viability, performance indicators, project documentation, requirement reports, and recommendations for improvements; and conducts a performance assessment process to ensure project delivery meets strategic goals and to improve future performance.

Establishes effective communication plans and conducts ongoing communications with senior executive managers to provide information on project evolution, and advice on the use of operational protocols, systems and tools, as well as recommendations on project management capacities, progress and requirements; and responds to questions regarding changes in project direction.

Chairs meetings and represents the CSC on working groups and committees with central agencies, other government departments or levels of government, non-governmental client organization and stakeholders to discuss issues, to negotiate and obtain cooperation, to promote strategies and training capacities, and to cultivate partnerships with external organizations and within the CSC.

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 consensus building techniques, in order to consult with client groups, overcome resistance to change, and introduce a culture of transformation.

Knowledge of the principles and best practices of project management, in order to understand the foundations of a project, including the definition of project, the documentation of accountability, the levels of approval, the standards for consistent management processes throughout the department, and the reporting of project outcomes.

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; and influence the policies of other departments and levels of government, as well as non-governmental organizations.

Knowledge of departmental processes, governance documents and project management standards, in order to understand their intent, and contribute to their implementation and coordination; and provide advice and promote the use of tools and techniques in project management.

Knowledge of departmental planning processes and functionality, financial analysis, business case development, preparation of project reports, and associated processes, tools and templates, in order to ensure quality project management, deliver advisory services, and execute project components.

Knowledge of the CSC's mission, mandate, priorities, structure, project governance framework, service delivery mechanisms and policies related to project management, as well as of central agency regulations, directives and procedures, in order to provide advisory and coaching services to client organizations throughout each phase of project implementation; and coordinate projects, and assess associated risks.

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 the methods, techniques and practices related to quality and performance management, in order to support clients in applying quality assessment tools and indicators for project outputs; and ensure alignment with organizational objectives and strategic outcomes.

Knowledge of analysis, problem-solving and problem management methods, techniques and practices, in order to formulate solutions to managerial and operational problems; provide recommendations and advice to staff coping with complex work situations, resolve a variety of issues and improve client services.

Reading, listening and comprehension skills, in order to interact with senior departmental management; and understand national strategies, plans, standards and goals, and use this information to prepare solutions for the improvement of operational processes.

Verbal and interpersonal skills, in order to represent the CSC with client organizations; promote partnerships and develop working agreements with other departments and levels of government, and non-governmental organizations; lead strategic implementation processes; manage program monitoring activities; and deliver presentations and communication reports.

Written skills, in order to communicate details regarding the coordination of strategic plans; prepare and write final documents such as position papers, discussion papers, and other reports; and provide information to support the update of process documentation.

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 presentations and training.

Intellectual effort is required to:

Provide procedural advice to executives on the project management process; coordinate strategic plans and implement project frameworks in compliance with established government practices, programs and services.

Understand and apply the gating process for the phases of project management, especially the executing, controlling and closing of projects; and define the roles of all parties involved to ensure their integration in each step of the project process.

Provide overview and quality control of project management for a specific portfolio; engage through multiple levels of issues and concerns related to project management; and offer expertise and coaching services that have an extensive impact on a variety of aspects, such as budgetary considerations.

Propose and recommend innovative solutions to project requirements, which influence managerial decisions and the capacity of client organizations to attain project objectives and operational performance; and ensure that advice given creates positive project outcomes and maintains the integrity of the CSC's image and security.

Build and share knowledge of successful implementation and monitoring of projects, and improve the quality and relevance of advice and guidance by analyzing, integrating and drawing on industry expertise, resources and best practices, as well as by growing from previous project experiences.

Promote and contribute to the building of project management capability, maturity and culture within the CSC; contribute to a strong departmental governance framework; and ensure accountability and transparency of departmental practices.

Represent the CSC and defend the positions of assigned client organizations at internal and external meetings, to ensure a favorable impact on project objectives and results, and to sustain the quality of relations with client organizations.

Ensure continuing study of trends and developments in financial management, facilities management and project management; develop and maintain an in-depth knowledge on project-related issues through broad-ranging intensive study of a wide variety of texts, journals, and publications.

Responsibility

Human Resources:

Manages 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:

Approves, coordinates, and implements budgetary allocations for projects to optimize resource utilization, minimize risks and adjust to evolving needs; authorizes expenditures and movement of funds between various projects and activities for the department.

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, give presentations, 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.