



JOB DESCRIPTION

Position Information

Position Number WP-03	Position Title Employment Coordinator	
Position Classification WP-03	Effective Date	
Decision Number NAT-2628	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) COP/CORCAN	Geographic Location	
Language Requirements	Linguistic Profile	
Communication Requirements	Security Requirements	

Supervisor Information

Position Number	Position Title Manager, Employment and Employability (NAT-2087; 2079)	Position Classification AS-06
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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

Coordination and provision of employment services and programs for federally incarcerated or conditionally released offenders managed by the Correctional Service of Canada (CSC), for the safe release and the reduction of recidivism rate of offenders.

Key Activities

Researches, develops and delivers employment services to assist offenders in obtaining employment; provides support and counseling to offenders related to job search and career planning; interviews and conducts assessments of offenders to evaluate their employment and vocational needs; develops individual community employment action plans and career development plans; and refers to potential employers.

Finds and coordinates opportunities with community employers; provides support to employers and offenders, and offers workplace strategies to address the specific needs of offenders and help them achieve and retain employment; and maintains an inventory of community-based employment services and programs for offenders to access, including options for offenders with special needs.

Establishes lines of communication and maintains partnerships with institutional and community counterparts, as well as with other employment coordinators, to enable the access of offenders to job opportunities; organizes job fairs and employment networking for the institution or community parole office; and assists with the facilitation of work releases or temporary absences of offenders for community service purposes.

Participates in case conferences as a member of the Case Management Team (CMT) to discuss the needs, progress and risks related to offenders; takes part in committees and working groups focused on the offenders' employment needs; and represents the CSC and CORCAN at meetings and events relating to community employment, training and corrections.

Promotes offender employment initiatives to staff, community employers, offenders, and the public using various communication and marketing strategies; develops and delivers awareness sessions to various involved parties; meets, educates and responds to questions from potential community employers about the CSC and conditionally released offenders to facilitate direct job referrals and training opportunities.

Delivers employment readiness workshops, sessions and programs that focus on employment and the development of employability skills, including the National Employment Skills Programs (NESP); and produces reports related to program participation.

Completes reports regarding the progress of offenders in employment programs; enters offender casework records and appropriate documentation into the Offender Management System (OMS); and prepares reports for the Regional Headquarters (RHQ) on key results indicators to determine the progress of employment programs and future resource requirements.

Skills and Knowledge

Knowledge of existing community employment services and programs, in order to ensure the access of offenders to all community services for which they are eligible.

Knowledge of local labour market trends, in order to understand and promote employment opportunities in their local areas.

Knowledge of research and literature regarding offender employment and related needs, in order to deliver adequate programs within identified standards, and consistently apply the most effective programs.

Knowledge of the roles and responsibilities of the Case Management Team (CMT) members, in order to contribute actively to the management of offenders.

Knowledge of the factors contributing to criminal behaviour, in order to understand the needs and challenges faced by offenders; and convey such information to potential employers.

Knowledge of offender populations and their various dynamics including offence types, gangs, organized crime, as well as the demography including gender and ethnicity, and mental and physical health of offenders, in order to demonstrate sensitivity and recognize the impact of these factors on offenders; interact daily and deliver employment services to offenders.

Knowledge of information gathering methods, in order to interview and obtain information from employers and offenders, and understand their interests, needs, knowledge and expertise; analyze collected information, identify areas for appropriate placement, and, if necessary, implement programs to meet their needs.

Knowledge of the CSC's mission and strategic priorities, as well as the CORCAN's mandate, and Employment and Employability Program guiding principles, in order to understand and meet the objectives of the Department and CORCAN; and provide adequate employment options to incarcerated or conditionally released offenders.

Knowledge of employment training programs and services of the CSC, CORCAN, other federal government organizations, community organizations, municipalities, provincial government and the private sector, in order to make appropriate referrals, and provide information to offenders and CMT members.

Knowledge of applicable acts and regulations, such as the Correctional and Conditional Release Act (CCRA) and Regulations (CCRR), Criminal Code of Canada, Charter of Rights and Freedoms, Access to Information and Privacy Acts, and the Commissioner's Directives, in order to provide relevant information concerning community release and employment programs; and ensure compliance with legislative requirements.

Knowledge of federal and provincial legislation regarding employment standards, in order to explain the meaning of this legislation in various situations; and ensure the protection of offender information and guarantee the respect of their rights.

Knowledge of computer software packages, including the OMS, Microsoft Suite and automated information database systems, in order to enter offender casework records and other documentation into the OMS; and prepare various reports.

Interpersonal skills, in order to counsel offenders, deliver effective services, model pro-social behaviours, and develop and maintain a positive and professional rapport with offenders and the local business community.

Interviewing and observation skills, in order to obtain relevant information from offenders, understand and assess their individual employment needs, and identify their progress in employment programs and services; interpret body language and attitudes of violent offenders, detect subtle sounds and movements, recognize hazardous conditions, and assess safety issues for self and others.

Reading and listening skills, in order to interpret reports from other professionals and gain an accurate understanding of the offender's needs; capture and analyze the concerns and queries expressed during meetings while dealing with multiple participants speaking at once; and respond to the concerns and needs of potential and current community groups and employers.

Consultation, negotiation and diplomacy skills, in order to mediate and resolve employee-employer conflicts; discuss strategic alliances and partnerships with government, business, industry and community representatives; defend views, persuade on workforce capability, and overcome negative or prejudicial attitudes by presenting convincing arguments.

Verbal skills, in order to participate in meetings and respond to questions; adapt communication style to suit the level of understanding of various audiences; interact with offenders, staff and community employers to discuss and explain issues relating to employment and employability; deliver services to offenders and presentations to staff, community groups and employers.

Written skills, in order to complete paperwork regarding community employers; document offender progress in employment programs; respond to queries and complaints from offenders, management, volunteers, community service representatives, correctional investigators and other departmental staff; and adapt language to meet the audience's level of understanding.

Effort

Physical effort is required to:

Sit for extended periods at a computer station or when attending meetings, delivering services, interviewing offenders or meeting with community employers; move audio-visual equipment, and stand when delivering presentations and training sessions.

Intellectual effort is required to:

Assist and motivate offenders, and facilitate their employment; research information and provide offenders with basic employment services by helping them write resumes, search jobs and prepare for job interviews; and make adequate referral to employment opportunities with community employers.

Assist with the orientation of new offenders regarding the employment services offered; refer offenders to government organizations and community-based employment services and programs, such as academic upgrading, vocational skills training and volunteer activities, so they can receive the support and resources available in the area of employment and employability.

Deliver offender employment services and support offenders in obtaining and maintaining employment, in order to meet the objectives of their correctional plan, increase the likelihood of securing employment upon their return to the community, promote the safe release of offenders, and contribute to the reduction of recidivism rate.

Respond to questions, and present and explain concepts to offenders with various ethno-cultural, educational and economic backgrounds; and help offenders apply these concepts to secure and maintain employment in the community, in the institution, and during Work Releases or Escorted Temporary Absences (ETAs) for community services purposes.

Assess the offenders' employment needs by delivering programs and conducting interviews with offenders to gain an understanding of their values and attitudes regarding employment and work ethic; and guide offenders towards appropriate employment services and interventions.

Facilitate the establishment of job-related opportunities for offenders upon their release by developing lines of communication with institutional and community counterparts, and by conducting institutional site visits and case conferences to assist offenders with transitioning from the institution to the community and remaining under community supervision.

Develop and provide awareness sessions to institutional, community and headquarters staff, as well as partners and stakeholders, to promote the objectives of Community Employment Services and facilitate employability skills training and job placement for offenders.

Participate as a member of the CMT to examine the employment needs and progress of offenders within the District or institution; provide related information to CMT members and the Manager of Employment and Employability; and ensure follow-ups with the CMT on the offender's employment change, as well as related updates to the employer contact information and the offender's Standard Profile.

Represent the area at meetings and events relating to community employment, training and corrections, such as job fairs, Parole Office meetings, employment networking committees, after care committees or community housing conferences and events.

Chair or participate as a member of the Community Interventions Committee, Correctional Intervention Board or Community Assessment Teams to identify, and refer or respond to the employment needs of conditionally released offenders.

Act as a representative of the CSC and the CORCAN Employment and Employability Programs in meetings or interactions with community employers and stakeholders, private sector officials, non-profit organizations and company representatives, in order to negotiate, develop and solidify offender access to placement programs, employment opportunities, counselling, and skill training programs.

Deliver presentations and meet with potential and current community employers; provide information about the CSC and offender workers, promote the objectives of the Service, and answer difficult questions from employers regarding offenders, as well as issues related to own safety and safety of their staff.

Attend specialized conferences or workshops, and present briefs to share the information received at such conferences with peers.

Motivate offender participation and maintain discipline within a group to optimize the effectiveness of the intervention and reduce interferences with the learning environment.

Psychological effort is required to:

Maintain composure, impartiality and a professional attitude regardless of the offenders' behaviour, attitude and criminal record; when dealing with emotional or confrontational offenders, colleagues, community members and meeting participants; and when interacting with offenders under the influence of substances or with mental health issues, which can increase the risk of physical assaults.

Responsibility

Human Resources:

Performs offender employment and vocational assessment; delivers community orientation and employment services to offenders; assists offenders in searching, securing and maintaining community employment; provides advice and referrals to offenders based on their employment needs and access to community-based employment services and programs; and coordinates the delivery of third-party vocational certifications.

Technical Resources:

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

Operates and is responsible for the maintenance of a government vehicle when travelling to various work locations.

Maintains custody of sensitive information regarding offenders and their daily activities under CSC supervision.

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 is performed in an institutional environment, a parole office, or an urban or rural community setting; interactions with offenders, community employers and other independent third parties may take place within a closed office or at another location such as the offender's place of employment.

Travelling to meet with staff, employers, community partners and members of the public requires driving in urban, semi-urban and rural environments, which increase the exposure to inclement weather and the risk for accidents.

Psychological:

The work involves potential stress resulting from dealing with multiple demands, conflicting priorities, tight deadlines, a lack of control over workload and program schedules when unexpected events occur, complaints from the public on matters related to offender employment, and from dealing with demanding, non-compliant, hostile, or confrontational offenders.
