



JOB DESCRIPTION

Position Information

Position Number	Position Title Indigenous Community Engagement Coordinator	
Position Classification WP-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

Development, implementation and management of an Institution's volunteer strategy within the Correctional Service of Canada (CSC) for the enhancement of public safety and the safe reintegration of Indigenous offenders.

Key Activities

Analyzes and assesses information on offender needs and trends in community corrections; examines and evaluates existing volunteer activities, presents findings to the Executive Director of the Healing Lodge for review and decision, and adjusts volunteer activities accordingly.

Seeks out partnerships and engages in community outreach programs with the First Nations; helps Indigenous offenders interact with their community through various means before their release; and searches for more work releases and Escorted Temporary Absence (ETA) opportunities.

Develops and recommends initiatives and strategies for volunteer participation; consults with the Institution's senior managers, and coordinates, implements and manages the approved Institution strategies for volunteer participation to enhance public safety and assist in the reintegration of offenders.

Leads or oversees the recruitment, screening, interviewing, training, and sustaining of volunteers, including community volunteers for escorts to attend ceremonies, and informs the Institution's senior managers of such activities; manages and evaluates each volunteer and contracted personnel, and addresses performance concerns; develops, implements, and maintains a program to recognize and motivate volunteers; elaborates and applies site-specific volunteer safety protocols.

Provides advice and recommendations to the Institution's senior managers regarding the development, operation and strategic direction for the volunteer program; assists and provides advice to staff on the effective use of volunteers, and promotes the establishment of working relationships between staff and volunteers.

Leads or participates in meetings, focus groups and information sessions; represents the department at meetings; and liaises and collaborates with a wide range of internal and external contacts to discuss issues related to the volunteer program.

Develops and prepares various documents, including reports, procedures, guidelines, brochures, correspondence, and briefing notes; and maintains volunteer information manuals and other relevant documentation.

Performs a variety of administrative responsibilities, such as preparing funding requests, maintaining records, producing annual reports of volunteer activities, participating in the selection of the Citizen's Advisory Committee members, and providing briefings and recommending options to the Institution's senior managers in relation to volunteer services, activities and related resource requirements.

The incumbent of this position has the Peace Officer Designation.

Skills and Knowledge

Knowledge of the theories, principles, methods and practices related to volunteer management, including the recruitment, interviewing, training, sustaining, monitoring, evaluation and recognition of volunteers, in order to screen volunteers and ensure they meet the strict requirements for this type of work; manage volunteers in a manner that promotes their retention, and ensure their safety.

Knowledge of Indigenous cultures, communities and organizations, in order to understand and work within an Indigenous cultural environment; and communicate and collaborate effectively with Indigenous communities and organizations.

Knowledge of project planning and management techniques, in order to develop volunteer program initiatives, and understand which techniques to apply through the planning, implementation, controlling and evaluation processes.

Knowledge of program monitoring and evaluation techniques and practices, in order to assess the volunteer program performance against planned goals, identify variances, and recommend and implement improvements.

Knowledge of administrative methods and practices, including work planning, scheduling and the preparation of meetings, in order to manage volunteer resources, act as a member of a cohesive unit, and chair or participate in meetings with groups such as the Case Management Review Board or the Cooperative Programs Board.

Knowledge of trends, emerging issues, developments and innovative approaches to managing, mentoring and coaching volunteers, in order to manage volunteers effectively.

Knowledge of social science fields, in order to engage volunteers in enhancing public safety and assisting in the safe reintegration of offenders.

Knowledge of the CSC's mission, mandate, values, programs, as well as legislation, policies and procedures related to the community rehabilitation of offenders, in order to manage the Institution's volunteer program; implement volunteer services; provide advice to the Institution's senior managers, and provide information to community groups, associations, agencies, universities, colleges and partners in the criminal justice system.

Knowledge of the CSC's policies, guidelines and administrative practices related to volunteer management, including security clearance procedures, insurance and liability requirements, and intake documentation, in order to manage the Institution's volunteer program.

Knowledge of the roles, mandates and key contacts of criminal justice partners, and partnership processes with community-based organizations such as the John Howard or Elizabeth Fry Society, in order to consult and collaborate with local non-governmental organizations on matters relating to volunteer activities; establish partnerships, exchange information, and conduct a variety of community volunteer projects and initiatives.

Knowledge of the methods and techniques for establishing and maintaining networks of contacts and expertise, in order to ensure that the Institution's volunteer program reflects the broad spectrum of inputs and opinions from the Institution's senior management and staff.

Knowledge of various computer software packages and applications, such as the Offender Management System (OMS), the Human Resource Management System (HRMS) for Volunteers and word processing applications, in order to produce or access reports, information, documents and presentations related to the volunteer program.

Verbal, diplomacy, negotiation and public speaking skills and techniques, in order to deliver training sessions; present and clarify information to internal and external audiences, such as CSC offices, non-governmental organizations, criminal justice partners, universities, volunteers, committee members and the public; represent the department; and liaise with stakeholders and community organizations to foster relationships.

Consultation, facilitation, team building and group process techniques, in order to lead meetings, focus groups and information sessions; assist managers, staff and stakeholders in conducting group discussions; consult with the Institution's senior managers to define their requirements; collaborate with the Institution's correctional and social program areas; and reach consensus on sensitive issues with key public stakeholders and interest groups.

Listening, reading and interpretation skills, in order to assimilate complex information, documentation, policies, procedures and program specifications; understand information and feedback from senior management, volunteers, external organizations and colleagues; retain key elements, synthesize information on complex issues, and interpret underlying intentions.

Analytical and problem-solving skills, in order to analyze and synthesize information into cohesive documents, while addressing relevant issues; propose recommendations and options to senior management; and understand underlying complexities of issues, challenges and constraints related to the work.

Written skills, in order to prepare a variety of documents related to the volunteer program activities.

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 during meetings; and stand when delivering training.

Intellectual effort is required to:

Establish partnerships and participate in community outreach activities with local First Nations, especially those involved in the Memoranda of Understanding or Memoranda of Agreement at each Healing Lodge, as well as with local communities and other organizations that assist with rehabilitation, education, vocational training, or reintegration of Indigenous offenders.

Play an integral role in the release planning and reintegration of offenders by assisting them in connecting with their communities, by conducting Community Assessments for Work Releases, and by providing input into decision making for community service ETAs and personal development ETAs.

Assist offenders in connecting with their communities prior to their release through activities such as visiting the Elder programs, meeting sources of support including Alcoholics Anonymous and Narcotics Anonymous, and engaging in mediation circles with Criminal Justice Committees or Workers.

Develop strategies for the volunteer program; stay informed of changes within the Institution activities and services to assess their impact on volunteer initiatives; and establish contacts with National Headquarters, and within the community and the Region, including the Regional Volunteer Coordinator or Regional Project Officer for Community Engagement, to discuss issues concerning the volunteer program.

Identify and analyze local trends, characteristics of local offender population, and the needs of staff and offenders; discuss issues with Healing Lodge Executive Director to plan and set priorities for the management of the volunteer program; analyze volunteer capabilities, and establish clear responsibilities regarding non-security escorts; adjust volunteer orientation and training requirements so they remain current and relevant to volunteers.

Analyze and interpret a variety of information related to the volunteer program and the organization's needs; research, identify, examine and validate information through established networks; verify unclear information; analyze the impact of information; and prepare inputs and comments to the attention of the Healing Lodge Executive Director.

Prepare various documents, such as volunteer policies and procedures that are specific to the Institution or Area; different types of media for the Institution's volunteer program, such as brochures for offenders, community announcements or general information; work plans, training materials for staff and volunteers, performance reports of volunteer activity, correspondence, and briefing notes on volunteer initiatives and issues.

Manage the workload of volunteers by analyzing requests for volunteer assignments; screen volunteers and assess their strengths to ensure suitability to working with offenders; decide upon most appropriate volunteer-offender matches and assignment based on volunteer qualifications and offender needs and profiles.

Find and train suitable community volunteers for escorts to attend the ceremonies that are held in the community and local area.

Contribute to the safety of volunteers working in institutions and the community by establishing local procedures to ensure safety during activities, since such activities often occur after work hours or on weekends.

Meet with volunteers and offenders to set boundaries for assignments; monitor activities and intervene when situation requires discussion or rectification; and inform Parole Officers of known difficulties with participating offenders or their respective volunteers.

Identify specific resources within the community and establish relationships with senior officials of local non-governmental and community organizations, such as colleges, universities and community service groups, who can offer potential volunteer candidates to assist offenders with their successful reintegration into the community.

Promote the Institution's volunteer program; research and make decisions about ways to engage volunteers; increase community awareness through various media forms or public awareness sessions to encourage community participation in the volunteer program.

Enhance the visibility and credibility of the CSC, and its relationships with the community and partners in the criminal justice system; and actively promote and sustain citizen participation in community parole offices.

Keep abreast of the developments in the fields of volunteer management and project management; and recommend approaches, options and courses of action to ensure procedures and practices reflect current methodologies and requirements, and are compatible with CSC's and the Institution's objectives.

Maintain a program to recognize volunteers, identify potential award recipients, and write letters of recommendation for possible employers.

Psychological effort is required to:

Maintain composure, impartiality and a professional attitude during emotionally charged, politically sensitive or confrontational situations.

Responsibility

Human Resources:

Coordinates and plans the work of volunteers, assigns responsibilities, and monitors activities; determines performance criteria of volunteer activities, assesses the delivery of volunteer services by contract personnel, and evaluates volunteer performance annually; informs the Institution's senior managers and staff on the status of volunteer services on a regular basis, and makes recommendations about volunteer retention or termination.

Provides coaching, motivation and supervision of volunteers; develops volunteer training based on the assessment of volunteer and Institutional needs, and delivers volunteer orientation.

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:

Prepares funding requests.

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.

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 requires travelling throughout the area surrounding the Healing Lodge or elsewhere.

Psychological:

The work involves potential stress resulting from dealing with multiple concurrent demands, changing and conflicting priorities, limited resources, time constraints and tight deadlines, the need to obtain consensus with various parties, and from dealing with people in volatile situations, as well as pressures from senior managers, external stakeholders, volunteers, colleagues, and sometimes offenders.
