



JOB DESCRIPTION

Position Information

Position Number	Position Title Regional Program Manager	
Position Classification WP-05	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

Management of correctional program portfolios and intervention models within a region for federally sentenced offenders managed by the Correctional Service of Canada (CSC).

Key Activities

Manages and monitors correctional program portfolios for the region; assists in program planning activities; provides expert advice on various matters related to program management and delivery, interventions and action plans; offers guidance for responses to issues and particular cases; and ensures compliance with national program standards and policy.

Provides advice and assistance in the design and development of correctional programs, social programs, other types of programming and interventions to address the offenders' risk factors linked to their criminal behaviour and to reduce reoffending; and maintains information databases on the various programs and interventions offered to offenders to support the proficiency in program training and implementation.

Guides the implementation of correctional programs in the region; oversees demonstration projects; offers support and guidance to resolve issues related to the implementation of programs; monitors and evaluates the impacts of implementing new programs, policies, strategies, training initiatives and standards; and provides feedback to management.

Coordinates and provides training in correctional program areas and streams; assists in the development and revision of training materials; delivers initial training to facilitators, assesses their adequacy in program delivery, and conducts quality reviews of program facilitators' performance; recommends the certification of facilitators, or makes recommendations for further training and development.

Researches and analyzes policies, trends and developments, and evaluates how they affect correctional programs and training approaches; and coordinates, organizes and presents information sessions to staff, managers, and internal and external stakeholders, regarding the principles of effective correctional programs, existing programs, as well as new or changed program standards, policies and structures.

Leads or participates in regional and national committees, project teams, and working groups to plan, develop and recommend strategies or improvements in program delivery and policy; represents the region at national forums; consults with colleagues to promote program delivery within the region, across the CSC, with external or contracted agencies; collaborates with provincial corrections on Exchange of Services Agreements (ESA).

Plans and manages assigned human, financial, and material resources.

Skills and Knowledge

Knowledge of the principles of effective correctional programming and of offender case management process, including offender risk management, relapse prevention and self-management, in order to understand program selection criteria and referrals; and provide appropriate programs to offenders.

Knowledge of social learning theory, cognitive-behavioral interventions, the principles of adult learning, as well as various instructional methods and techniques including motivational interviewing, lecturing, guided learning, modeling, group discussions, role-plays, and simulations, in order to organize the content of training and correctional programs into meaningful learning experiences.

Knowledge of project management and leadership practices and techniques, in order to lead staff; conduct regional and national committees, project teams and working groups; oversee program facilitators and complete their quality reviews; and participate in staff selection processes, when applicable.

Knowledge of research, statistical methods, simulation and analytical techniques, in order to analyze policies and trends, and assess the impacts of new or modified policies and programs on trainers and on the offender population.

Knowledge of computer software, as well as data entry and retrieval techniques and practices, in order to create, enter, research, extract, manipulate, and communicate information.

Knowledge of corporate priorities and challenges associated with the development and delivery of effective correctional programs, in order to participate in regional and national working groups for the development of policies, programs, and standards; and explore and recommend program improvements.

Knowledge of the region's corporate structure, its various work units, institutions and community corrections, their mandate, priorities, roles, responsibilities, operations, issues, concerns, and relationships with the Correctional Programs unit, in order to develop regional programs and training strategies; contribute to the regional resource planning and decision making process; and choose appropriate methods for introducing changes in policies, initiatives and proposals.

Knowledge of the CSC's mission, mandate, objectives, organizational structure, administrative procedures, financial policies, as well as key players in correctional operations and programs across corporate areas and in other regions, in order to the conduct the work of this position.

Knowledge of federal criminal justice partners, such as the Department of Justice, Royal Canadian Mounted Police (RCMP), Parole Board of Canada (PBC), their roles, responsibilities, functioning, processes and activities related to correctional programs, in order to contribute to the development of programs, strategies and policy options; negotiate resourcing and service levels, and allocate resources to different business lines.

Knowledge of provincial and territorial criminal justice partners and private care agencies, academic and private sector research institutes, interest groups and non-governmental organizations, and the CSC's policy regarding the activities of these groups, in order to share information; lead focus groups and committees; and consult all potential clients and stakeholders during policy development and implementation.

Knowledge of applicable acts and regulations, such as the Corrections and Conditional Release Act (CCRA), the Criminal Code of Canada, the Financial Administration Act (FAA), and other legislation specific to the CSC, in order to ensure the development and delivery of programs in accordance with legislative requirements.

Knowledge of the mandate, responsibilities and key contacts of international organizations involved in offender reintegration programs, in order to conduct consultations and exchange information; and knowledge of international trends, developments and current thinking in correctional practices, in order to understand the basis of program development and implementation in the field of offender reintegration.

Reading skills, in order to avoid missing key information when proofreading documents; analyze and understand the literature, journals, complex legislation, program and policy documents, and technical reports, and integrate and transform such information into training material and instructional techniques to be used by program facilitators in program delivery and group facilitation.

Listening, observation and interpretation skills, in order to perceive non-verbal messages from participants during training or meetings, respond to questions, avoid misinterpreting comments, and adapt presentation methods to trainee requirements; understand information and feedback from colleagues and managers, retain key elements, synthesize information, and gauge underlying intentions when critical regional interests have not yet been clearly articulated.

Negotiation skills, in order to build consensus with various groups on sensitive issues and conflicting views; promote and gain support for regional interests and program concerns; deal with resistant participants during meetings, training and presentations, and manage disruptive behaviours.

Verbal skills, in order to deliver training and presentations; adapt specialized and technical terminology to the participants' level of understanding; provide feedback to program facilitators and peers on training performance; and communicate with management, and external and internal partners and stakeholders.

Written skills, in order to prepare, review, and edit proposals, recommendations, plans, guidelines, policy, reports, and position papers; develop training materials, content outlines, lesson plans, handouts, practice exercises, tests, and audiovisual aids; provide advice and recommendations to management, and present arguments and gain approval for a particular course of action.

Effort

Physical effort is required to:

Sit for extended periods at a computer station or when reviewing material, analyzing requirements, and attending meetings; and handle simultaneous activities, which can be physically exhausting.

Stand for prolonged periods when delivering training sessions; carry heavy items, such as audio-visual equipment, program manuals, and boxes of learning materials; and organize classroom for training sessions.

Intellectual effort is required to:

Manage regional correctional program portfolios; provide assistance in the completion of program planning activities; offer expert advice and guidance on program training, implementation, delivery, standards, policies, and procedures, as well as on responses to issues and particular cases; and recommend interventions or action plans to management at the local, regional and national levels.

Provide advice and assistance to regional and national management in the development and delivery of correctional programs, in accordance with nationally approved training standards and procedures; support management to make decisions regarding program improvements, resource assignments, and organizational structure, while ensuring consistency and a clear understanding of critical issues and preferred approaches.

Coordinate and deliver initial, refresher and provisional training in correctional program areas to Correctional Program Facilitators and Indigenous Correctional Program Facilitators, and provide initial training in social programs to program facilitators such as Social Program Officers, in compliance with established standards and ensuring the delivery of all key information to participants.

Assess the adequacy of facilitators to deliver programs; evaluate initial training and prepare reports regarding the outcomes of training; perform quality reviews that outline the strengths and weaknesses of trainees; provide accurate feedback to trainees and supervising managers for follow-up actions, and propose corrective strategies in relation to program delivery.

Monitor compliance of program facilitators; recommend the certification of eligible program facilitators to the National Program Manager, and advise supervisors to remove non-compliant facilitators from program area or offer them additional training; report on the services provided by contractors as per contract terms and conditions, and recommend actions to the CSC contract manager on contract cancellation or refusal to pay.

Keep abreast of the latest researches, policy changes, trends and developments that have an impact on training approaches and correctional programs; consult with colleagues in other regional offices to assess the implications of changes and reconcile diverse viewpoints; present information sessions to partners and stakeholders in different program areas and streams; and provide input at the regional and national levels.

Assist in the development of training approaches to improve program delivery and keep training materials current; provide advice and guidance in the design of frameworks, evaluation criteria, and content regulations, as well as in changes to operational practices and background or supporting material; and participate in the conceptualization, development and writing of policy and training documentation.

Maintain expertise in a wide range of program areas in order to assist in the development and revision of training materials and approaches; to provide training to program facilitators; to anticipate needs and develop supplementary program-related training, workshops and information sessions that respond to regional needs while being consistent with national standards; and to resolve issues related to program delivery.

Generate rapid responses to unexpected questions or unique situations arising during instruction, group facilitation or while delivering presentations; process information on many levels simultaneously, understand the possibilities and implications of the situation, and develop appropriate response.

Adapt existing approaches or plan alternate methods to meet the changing priorities and operational requirements of various clients; view issues broadly, and reflect on strategies to resolve complex, unique and unprecedented matters.

Lead committees, task forces, and working groups composed of colleagues in the region or in other regional offices and private sector partners, to explore operational strategies, new program policy or improvements in program delivery; to plan for program implementation, resources and training; to resolve implementation issues; and to make recommendations to regional and national management.

Conduct consultations to resolve complex policy issues; analyze, interpret, summarize, and integrate information and intelligence from internal and external sources to the organization, and reconcile conflicting information; coordinate the work of colleagues and experts to produce options and recommendations, including the need for additional research or information.

Represent regional interests at national forum; find consensus on opposing views from other offices, and defend specific regional positions and concerns; respond to papers, reports, studies, and proposals while promoting the regional standpoint; and review and analyze literature, journals, websites, legislation, policy, and program documents to identify items affecting regional policies and program implementation.

Collaborate with provincial correctional services on the development and maintenance of effective ESA and related Memorandum of Understanding (MOU) protocols for the delivery of correctional programs; provide training to provincial program officers; and ensure the provision of an Integrated Correction Program Model (ICPM) and Women Offender Correctional Programming (WOCP) for federal offenders who are accommodated in provincial facilities.

Apply quality control mechanisms to ensure compliance with national policies, standards and procedures governing program activities and case management procedures; identify areas requiring improvement; and develop plans and recommendations to improve or correct deficiencies.

Evaluate correctional program portfolios in the region to ensure compliance by program facilitators and managers with national program standards, policies and procedures with respect to matters such as the quality of program delivery and report writing, the implementation and management of programs, the provision of information regarding program availability and results, and the sharing of financial information.

May manage and monitor other portfolios and program areas, which can include education, social programs and ethno-cultural activities; may conduct peer reviews of regional trainers in other program areas and submit performance assessments to the National Program Manager.

May lead and participate in the selection process of program facilitators and contractors to deliver programs in institutions and in the community; and may negotiate with private sector partners to develop and prepare service contracts and agreements for program delivery, when applicable.

Psychological effort is required to:

Maintain composure, impartiality and a professional attitude when conducting training on sensitive issues; when providing performance feedback that may be inconsistent with the program facilitator's perceptions; when leading workgroups; or when delivering information to individuals who are confrontational or resistant to change.

Responsibility

Human Resources:

Provides training and coaching to program facilitators and fellow peers; assesses performance of program facilitators, including contracted personnel; and recommends the certification of program facilitators to the National Program Manager.

Financial Resources:

Conducts cost-benefit and risk analysis of project budgets; provides estimates for the budget planning process; and recommends the purchase of training equipment, materials, and other resources, as well as the payment of contractors.

Exercises spending authority for approved project expenditures, such as goods, services, travel, and supplies, and reports and accounts for these expenditures.

Technical Resources:

Has custody and is responsible for the use and maintenance of a personal computer and computer peripherals, standard office equipment, audio-visual 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 to other locations within the region or to other regions to provide training and information sessions; travelling involves being away from home, causes stress, and interferes with personal life.

The work requires intervening with program facilitators or conducting on-site reviews, which involve close contacts with offenders, thus presenting an increased risk to health and safety.

Psychological:

The work involves potential stress resulting from dealing with multiple demands, changing and conflicting priorities, heavy workloads, tight deadlines, urgent training requests, resource limitations, work pressures and high expectations, a variety of interested parties, and criticism from the public or interest groups.
